



TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

2024
2ND EDITION





TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2024 (2nd Edition)



I. **Mandate:**

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

II. **Vision:**

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

III. **Mission:**

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

IV. **Core Values:**

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

T - ruth in words, action and character

S - ervice with excellence and compassion

U - nity in diversity

Strategic Directions:

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



TABLE OF CONTENTS

LIST OF EXTERNAL SERVICES

<u>OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT</u>	1
Anti-Red Tape Unit	2
1. Processing of Request for a Copy of Documents and Various Reports.....	3
Office of Alumni Affairs	6
1. Processing of Request for Alumni ID Numbers.....	7
Office of Culture, Arts and Languages	8
1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	9
Office of International Affairs and Linkages	11
1. Processing of Institution / Organization Request to Benchmark Offices / Colleges in Tarlac State University	12
Office of Public Affairs	14
1. Process for Addressing Client’s Concerns via Email	15
2. Process for Publication and Distribution of TSU Bulletin	16
Office of the University President	17
1. Processing of Action on Contracts and External Agreements	18
2. Processing of Request for Personal Meeting with the President	20
Quality Management Unit	22
1. Processing of Requests for QMS Registered Documents for Various Purposes	23
<u>OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR</u>	
<u>ACADEMIC AFFAIRS</u>	26
Career Education and Job Placement Services Unit	27
1. Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	28
2. Process of Request for Company Accreditation	30
3. Process of Request for Job Posting and Graduate Listing	32
Guidance and Counseling Unit	34
1. Processing of Online Request for Certificate of Good Moral Character	35
2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	37
Office of Admission and Registration	39
1. Issuance of Temporary Notice of Acceptance for Foreign Student	40
2. Process for Signing of Student Clearance	43
3. Processing of Request for Transcript of Records of Graduates	47
4. Processing of Request for Various Academic Documents (Online)	49
5. Processing of Request for Various Academic Documents (Walk-In)	54
Office of Library Management and Services	59
1. Processing of Request to Access the Library by Visiting Researcher	60



2. Process for Signing of Student Clearance	62
Office of Student Affairs and Service	66
1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	67
Office of TSU National Service Training Program	68
1. Processing of Request for National Services Training Program Serial Number	69
Research, Accreditation and Records Unit	70
1. Processing of Document Request Service (ONLINE AND WALK-IN)	71
Scholarship and Financial Assistance Unit	73
1. Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal)	74
Sports and Development Unit	77
1. Processing of Request for Hosting a Sports Event	78
2. Processing of Request for Joining in Sports Event on International Level	81
3. Processing of Request for Joining in the Host University for Sports Event on National Level	84
4. Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	86
5. Processing of Request to Participate in Sports Event on Regional and National Level	88
Student Discipline Unit	91
1. Filing of Complaints and Investigation (Defendant Admitting the Allegation)	92
2. Filing of Complaints and Investigation (Defendant Denies the Allegations)	94
3. Filing of Complaints and Investigation Against TSU Employee	97
4. Procedure for Appeal	99
5. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	101
Testing, Evaluation, and Measurement Unit	103
1. Processing of Admission Test Application for Incoming Freshmen Students	104
2. Processing of Application for the Administration of Psychological Test to Transferee Students	106
<u>OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION</u>	108
Accounting Unit	109
1. Processing for Assessment of Fees for Other Payors	110
Cashiering Unit	111
1. Process for Claiming of Checks	112
2. Processing of Cash Payment for Outstanding Balances	113
3. Processing of Request for Certificate of Payment for Lost Official Receipt	114
Civil Security Unit	115
1. Processing of Action for Complaints	116
2. Processing of Request for CCTV Footage Review	118
Contract Management Unit	120



1. Processing of Approval and Issuance of Work Suspension Order	121
Employee Welfare Unit	124
1. Processing of Employment Verification Requests	125
2. Processing of Request for Issuance of Certifications	127
Facilities Maintenance Unit	129
1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services	130
Monitoring Unit	134
1. Processing of Material Approval Request	135
Office of Business Affairs and Auxiliary Services	137
1. Digital Studio RFID Processing – For Alumni IDs	138
2. Request to Use the University Facilities	140
Office of Gender and Development	142
1. Process for Addressing Client’s Concerns (Online and Walk-In)	143
2. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	145
Office of Human Resource Development and Management	147
1. Processing of Request for Personnel-Related Documents and Reports	148
Procurement Unit	151
1. Process of Acquiring Bidding Documents	152
Records and Archives Unit	154
1. Process of Receiving and Controlling Records and Documents	155
Recruitment, Selection and Promotion Unit	157
1. Processing of Job Vacancies Application	158
Supply and Property Management Unit	160
1. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	161
2. Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action	164
<u>OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION SERVICES</u>	167
Center for Community and Local Governance Studies and Policy Development ...	168
1. Processing of Center for Community and Local Governance Studies and Policy Development Service Requests	169
Center for Natural Products Research	172
1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	173
Center for Peace, Indigenous People’s Resources and Development	178
1. Processing of Request for Office Consultancy and Assistance Services	179
Center for Solar and Emerging Technology	181
Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services	182



Food Technology and Research Center	185
1. Processing of Food Technology and Research Center Service Requests	186
2. Processing of Market-Driven Research Service	189
3. Processing of Shared Facility Services Request	194
Office of Innovation and Business Development	199
1. Process for Copyright Deposit Assistance	200
2. Processing of Request to Use University Marks Assistance	203
3. Process for Technology Transfer and Commercialization Assistance	206
4. Processing of Requests for Trademark Application Assistance	209
Office of University Extension Services	213
1. Processing of Request for Extension Documents	214
Office of University Research and Development	215
1. Processing of Request for Test of Similarity Index	216
2. Processing of Request for Water Analysis and Other Laboratory Services	218

LIST OF INTERNAL SERVICES

<u>OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT</u>	226
Anti-Red Tape Unit	227
1. Processing of Request for a Copy of Documents and Various Reports	228
2. Processing of Request for Coaching and Mentoring	231
3. Processing of Request for Review and Evaluation of Citizen's Charter	233
Hardware Maintenance Unit	236
1. Process for Inspection of Condemn ICT Equipment	237
2. Process for Inspection of New ICT Equipment	239
3. Process for Requesting of Preventive Maintenance for Desktop Computer Units	240
4. Process for Software Installation	241
5. Processing of Request for Technical Assistance	242
6. Processing of Request to Repair an ICT Equipment	243
Network Unit	244
1. Process for Creation of Domain Accounts	245
2. Process for Granting Virtual Private Network (VPN) Access	246
3. Process for Resetting of TSU Systems/Network Accounts	247
4. Process for Unblocking of Websites	248
5. Process for Wi-Fi Access Registration	249
6. Process for Wi-Fi Setup/Deployment	250
7. Processing of Request for Cabling of New Network Connection	252
Office of Culture, Arts and Languages	253
Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group	254
Office of Internal Audit Service	256
1. Processing of Request for Audit Reports	257
Office of International Affairs and Linkages	258
1. Processing of CHED Endorsement for Legitimacy of Travel Abroad	259
2. Processing of Outbound Faculty, Student, & Staff Mobility	261
Office of Management Information Systems	263



1. Process for Account Creation and Assigning of Privileges	264
2. Process for Office 365 Account Assistance	265
3. Process for Tagging or Untagging of Faculty, Room, and/or Schedule	266
4. Process for Tagging/Untagging of Honorarium Classes	267
5. Process of Changing Posted Schedule	268
6. Processing of Request to Transfer of Students	269
Office of Planning	270
1. Process for Review and Approval of Pre-Planning Activities	271
Office of Public Affairs	272
1. Process for Addressing Client's Concerns via Email	273
2. Process for Posting of Print/Social Media/TSU Website Materials	274
3. Process for Publication of Online News	275
4. Process for Requesting of Electronic Copy of Photos, Videos or Files	276
5. Processing of Request for Coverage of University Activities	277
Office of the University Board Secretary	278
1. Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums	279
2. Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings.....	281
3. Submission of the Agenda to the University's Administrative Council Meetings	283
Office of the University President	285
1. Dissemination of Incoming Communication from Outside Persons or Agencies.....	286
2. Processing of Request from Different Colleges/Offices of the University.....	287
Quality Management Unit	289
1. Processing of QMS Documents for Registration, Revision, and Abolition	290
2. Processing of Requests for Documented Information for Various Purposes	293
Software Development Unit	296
1. Process for Blocking and Unblocking of RFID Cards	297
2. Process for Creation and Updating of Website/Webpage	298
3. Process for Development of New Systems/Programs	299
4. Process for Report Generation	301
5. Processing for Biometrics Registration	302
6. Processing of Request for Technical Assistance	303
 <u>OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR</u>	
<u>ACADEMIC AFFAIRS</u>	305
Economic Enterprise Development Unit	306
1. Processing of Request for Career Coaching (WALK-IN and ONLINE/REMOTE)	307
Guidance and Counseling Unit	309
1. Processing of Online Request for Certificate of Good Moral Character	310
2. Processing of Request for Counselor's Outside Referral	312
3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	314
International, Differently-Abled, Indigenous and Marginalized Student Services ...	316
1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	317
2. Processing of Request for Consultation and Assistance (Walk In)	319



Office of Admission and Registration	320
1. Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	321
2. Process for Signing of Certificate of Registration and Validation of ID	325
3. Process for Withdrawal of Enrollment or Registration (WALK-IN)	326
4. Processing of Application for Graduation	328
5. Processing of Application for Leave of Absence (LOA)	331
6. Processing of Request for Adding, Changing, or Dropping of Subject/s	334
7. Processing of Request for Data	336
8. Processing of Request for Various Academic Documents (Online)	337
9. Processing of Request for Various Academic Documents (Walk-In)	342
Office of Library Management and Services	347
1. Process of Inquiring for Available Learning Resources	348
2. Process of Renewing Borrowed Library Resources	350
3. Process of Returning Library Resources	352
4. Processing of Request for Online Reservation and Pick-Up	353
5. Processing of Request for Referral Service	355
6. Processing of Request to Borrow Library Resources	357
7. Processing of Request to Use Computer & Internet Access	358
8. Processing the Request of Document Delivery Service for Distance Users	359
Office of Student Affairs and Service	361
1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	362
2. Processing of Student/ Personnel Insurance Claims	363
Office of the Vice President for Academic Affairs	365
1. Processing of Inter-Office Communication and Transactions	366
Office of TSU National Service Training Program	369
1. Processing of Request for National Services Training Program Serial Number	370
Research, Accreditation and Records Unit	371
1. Processing of Document Request Service (ONLINE AND WALK-IN)	372
Scholarship and Financial Assistance Unit	375
1. Issuance of Certificate of Scholarship or Certificate on Non-Scholarship	376
2. Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal)	378
Sports and Development Unit	381
1. Processing of Request for Hosting a Sports Event	382
2. Processing of Request for Joining in Sports Event on International Level	385
3. Processing of Request for Joining in the Host University for Sports Event on National Level	388
4. Processing of Request to Participate in Sports Event on Regional and National Level	390
Student Development Services Unit	393
1. Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)	394
Student Discipline Unit	396
1. Filing of Complaints and Investigation (Defendant Admitting the Allegation)	397
2. Filing of Complaints and Investigation (Defendant Denies the Allegations)	399
3. Filing of Complaints and Investigation Against TSU Employee	402
4. Procedure for Appeal	404



5. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni	406
Student Organizations Unit	408
1. Processing of Application for Accreditation of Student Organization (New and/or Renewal)	409
2. Processing of Request for the Conduct of Student Organization Activities	411
Student Publication Unit	414
1. Procedure for the Approval of Activities of Student Publication and College Publications	415
2. Process for Reading the General Plan of Action and Budget of Student Publication and College Publications	416
3. Process of Printing and Circulation of the Student and College Publication Issues	418
4. Processing of Intention for Publications to Operate for the Upcoming Academic Year	420
<u>OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR</u>	
<u>ADMINISTRATION</u>	422
Accounting Unit	423
1. Processing for Assessment of Fees for Other Payors	424
2. Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance	425
3. Processing of Request for Re-Assessment / Adjustment of Student Fees, and Checking of Student Account Balances	427
Cashiering Unit	429
1. Process for Claiming of Checks	430
2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)	431
3. Processing of Cash Payment for Outstanding Balances	432
4. Processing of Request for Certificate of Payment for Lost Official Receipt	433
Civil Security Unit	434
1. Processing of Action for Complaints	435
2. Processing of Request for CCTV Footage Review	437
Contract Management Unit	439
1. Processing of Service Request	440
Dental Unit	442
1. Process of Securing a Dental Certificate	443
Employee Welfare Unit	444
1. Printing of Daily Time Record (DTR) for Overtime/Extended Services	445
2. Process for Requesting and Issuance of Authority to Travel Abroad	446
3. Processing of Application for Leave of Absence	449
4. Processing of Request for Issuance of Certifications	453
5. Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits	455
6. Process for Requesting of Contract of Service (COS) of Lecturers	457
Facilities Maintenance Unit	459
1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services	460



Janitorial and Grounds Services Unit	464
1. Processing of Request for Janitorial Services	465
Medical Unit	467
1. Process of Issuance of Medical Certificate	468
Motorpool Unit	470
1. Processing of Travel Order for Travel Requests	471
Obligations and Administrative Services Unit	472
1. Processing of Requests for Reproduction, Bookbinding and Ringbinding Documents	473
Office of Business Affairs and Auxiliary Services	476
1. Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)	477
2. Processing of Application for Vehicle Gate Pass	479
3. Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card	481
4. Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card	483
5. Request to Use the University Facilities	486
Office of Gender and Development	488
1. Process for Addressing Client's Concerns (Online and Walk-In)	489
2. Process of Reviewing of Research Proposals/ Finished Researches	491
3. Processing of Request for Capacity Building	493
4. Processing of Request for Funding and Program/Project Implementation	496
5. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities	498
Office of Human Resource Development and Management	500
1. Processing of Request for Personnel-Related Documents and Reports	501
Office of the Vice President for Administration	504
1. Processing of Endorsed Communication from the Office of the University President	505
2. Processing of Inter-Office Communication and Transactions	507
Payroll Services Unit	509
1. Processing of Payroll for Overtime/Extended Services	510
2. Processing of Payroll for Student Assistants' Salary	512
3. Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	514
4. Processing of Request for Personnel-Related Documents	516
Performance Management Unit	517
1. Processing for Request for Send-Off of Retiree	518
2. Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System	520
Planning and Design Unit	522
1. Processing of Service Request for Design Layout	523
Pollution Control and Safety Unit	526
1. Processing of Reported Incident for Action	527
2. Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities	530



Procurement Unit	533
1. Processing of Purchase Request / Job Order	534
Records and Archives Unit	540
1. Process of Archiving Documents and Materials	541
2. Process of Receiving and Controlling Records and Documents	542
3. Process of Requesting for Disposal of Records or Use of Storage	544
4. Processing of Request of Records Copy/ies	547
Supply and Property Management Unit	548
1. Processing of Request for Physical Inventory of Property Accountabilities	549
2. Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	551
3. Processing of Request to Condemn Unserviceable Property Accountabilities	554
4. Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User	555
5. Processing of Request to Transfer Property Accountabilities	557
Training and Organizational Development Unit	559
1. Process of Application for Sabbatical Leave	560
2. Process of Filing Cases and Complaints	562
3. Processing of Request for Thesis/Dissertation Financial Assistance	564
4. Processing of Application for Scholarship	566
5. Processing of Request for External Training	568
6. Processing of Request for In-House Training or Seminar (Face-to-Face and Online)	572
7. Processing of Request for Scholarship Extension	575
8. Processing of Request for Scholarship Status of Employee-Scholars	577
9. Processing of Request for Study Leave Reinstatement of Employee-Scholars	579
 <u>OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION SERVICES</u>	
581	
Center for Community and Local Governance Studies and Policy Development ...	582
1. Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges	583
Center for Engineering and Environmental Research	586
1. Processing of Requests for Geospatial Analysis Support and Related Services	587
Center for Natural Products Research	590
1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services	591
Center for Peace, Indigenous People's Resources and Development	596
1. External Request for Office Consultancy and Assistance	597
Center for Solar and Emerging Technology	599
1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related Services	600
Food Technology and Research Center	603
1. Processing of Food Technology and Research Center Service Requests	604
2. Processing of Market-Driven Research Service	607
3. Processing of Shared Facility Services Request	612



Office of Innovation and Business Development	617
1. Process for Copyright Deposit Assistance	618
2. Process for Request to Use University Marks Assistance	621
3. Process for Technology Transfer and Commercialization Assistance	624
4. Processing of Requests for Trademark Application Assistance	627
Office of the Vice President for Research and Extension Services	631
1. Processing of Endorsed Communication from the Office of the University President	632
2. Processing of Inter-Office Communication and Transaction	633
Office of University Extension Services	635
1. Processing and Evaluation of Extension Proposal	636
2. Processing of Request for Extension Documents	639
Office of University Research and Development	640
1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication	641
2. Processing of Request for Test of Similarity Index	646
3. Processing of Request for Water Analysis and Other Laboratory Services	648
4. Processing of Research Evaluation	653
5. Processing of Research Proposal (Initial Evaluation of Research Proposals)	654
Research, Ethics and Review Committee	655
1. Processing of Application for Ethics Review	656



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A. Face-to-face Transactions</p> <ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction Measurement (CSM) Survey form & drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD) 2. Scan the CSM QR Code posted at the CCIB of various offices. <p>B. Online Transactions</p> <ol style="list-style-type: none"> 1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.
How feedbacks are processed	<p>Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis.</p> <p>The generated reports are transmitted to the offices of the University President and Vice Presidents to take appropriate actions based on the reported summary result.</p>
How to file a complaint	<p>To file a complaint, kindly submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details:</p> <ul style="list-style-type: none"> • Full name and address of the complainant, • Full name and address of the person complained of as well as his or her position and designation at the university, • Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee • Certified True Copies of documentary evidence and affidavits of his witness (if any)
How complaints are processed	<p>The Office of the University President endorses the complaint letter to the Human Resource Development Management Office (HRDMO)</p> <p>Upon the initial assessment and evaluation of the case, the HRDMO interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the HRDMO shall submit a case report and recommend to</p>



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



LIST OF OFFICES

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



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



Office of Quality Assurance	1 st floor, CPAG Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8124
Office of Student Affairs Services	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8130
Office of Innovation and Business Development	1 st floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8193
Office of the University President	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8101
Office of the Vice President for Research and Extension Services	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8111
Office of the Vice President for Academic Affairs	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8115
Office of the Vice President for Administration	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8112
Office of TSU National Service Training Program	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8181
Office of University Research Development	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8190
Office of University Board Secretary	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8121
Office of University Extension Services	2 nd floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8191
Procurement Unit	2 nd floor, Motorpool Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8157
Quality Management Unit	3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8184
Records and Archives Unit	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8156
Scholarship and Financial Assistance Unit	Student Center, TSU Lucinda Campus	(045) 606-8132
School of Law	2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8176
Sports Development Management Unit	Multi-purpose Commercial Bldg., TSU Main Campus, Romulo	(045) 606-8134



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



**OFFICES UNDER THE OFFICE OF THE
UNIVERSITY PRESIDENT**

List of External Services



Anti-Red Tape Unit

External Services



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

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

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



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



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

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



Office of Alumni Affairs

External Services



1. Processing of Request for Alumni ID Numbers

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

Office or Division:	Office of Alumni Affairs (OAA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Alumni Form <i>TSU-AAO-SF-04</i> (1 Original Copy)		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/5zudnw1p/request-for-alumni-id.doc		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send accomplished Request for Alumni ID Form via email to tsualumniassociation@gmail.com .	1.1 For Face-to-Face Transaction: Receives submitted request form. For Online Transaction: Downloads the form.	None	5 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs
	1.2 Verifies the identity thru the Alumni Database and inputs the Alumni Number.	None	2 working days	
2. For Face-to-Face Transaction: Receive Alumni Number written in paper. For Online Transaction: Receive Alumni Number thru email	2. Releases Alumni Number (via email for online and hard copy for face-to-face transaction) and informs the client to proceed to Business Affairs and Auxiliary Services Office at the 2 nd Floor and present the accomplished Alumni Form for the Processing of Alumni ID.	None	10 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs
TOTAL:		None	2 Working Days & 15 Minutes	



Office of Culture, Arts and Languages

External Services



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

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

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



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



Office of International Affairs and Linkages

External Services



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

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

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



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



Office of Public Affairs

External Services



1. Process for Addressing Client's Concerns via Email

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Concerns/Requests (1 Electronic Copy)		The client will provide		
2. File Attachment, <i>if any</i> (1 Electronic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concerns or requests to the Office of Public Affairs email at <i>heldesk@tsu.edu.ph</i> and <i>opai@tsu.edu.ph</i> <i>Note: Attach file/s, if any.</i>	1.1 Receives and reviews the content of email and attachments, if there are any.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive email acknowledgment and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	8 Minutes	

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



2. Process for Publication and Distribution of TSU Bulletin

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

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

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



Office of the University President

External Services



1. Processing of Action on Contracts and External Agreements

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

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



TOTAL:	None	4 Working Days	
---------------	-------------	-----------------------	--



2. Processing of Request for Personal Meeting with the President

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

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



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



Quality Management Unit

External Services



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

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the University President with the Following Information: (1 Original Copy or Electronic Copy) <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College • Email Address • Specific Document Requested • Purpose(s) • Signature of the Requestor 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit request letter to the Quality Management Unit. For Online: Send an electronic copy of the request letter via email thru pres_office@tsu.edu.ph <i>Note: The processing time will start from the receipt of the Endorsement form from the Office of the</i>	1. Receives the Endorsement Form from the Office of the President together with the attached approved letter of request and assign its unique reference number then forward it to the officer in charge.	None	1 hour	<i>Staff-in-Charge</i> Quality Management Unit



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



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



**OFFICES UNDER THE OFFICE OF THE VICE
PRESIDENT FOR ACADEMIC AFFAIRS**

List of External Services



Career Education and Job Placement Services Unit

External Services



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

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

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

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCR_CR_CF_Registration Form TSU-CJS-SF-10 (For Company Roadshow, and For Career Fair Form) (1 Original Copy / Scanned Copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Letter for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university. <i>Note: If incomplete requirements, inform company to complete the requirements.</i>	None	10 minutes	<i>Section Head & Career Specialist Staff</i> Career Education and Job Placement Services
	1.2 Endorses the request of the company. The President endorses the company's request to the Student Affairs Office and will be forwarded to the CEJPS Unit. <i>Note: A regret letter will be</i>	None	1 working day	<i>President</i> Office of the University President <i>Vice President</i> Office of the Vice President for Academic Affairs <i>OIC-Director</i>



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

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



2. Process of Request for Company Accreditation

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

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company Accreditation Request Form <i>TSU-CJS-SF-01</i> (1 Original copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Company Accreditation Terms of Reference (1 Original Copy / Scanned Copy)				
3. Job Posting / Graduate Listing / Resume Request form <i>TSU-CJS-SF-03</i> (1 Original Copy / Scanned Copy)				
4. CCR_CR_CF_Registration Form <i>TSU-CJS-SF-10</i> (For Company Roadshow, and For Career Fair Form) (1 Original Copy / Scanned Copy)				
5. Letter of Intent for Industry- Academic Partnership (1 Original Copy / Scanned Copy)		The client will provide		
6. BIR Certificate of Registration (BIR Form 2303) (1 Original Copy / Scanned Copy)				
7. Company SEC / DTI Registration Form (1 Original Copy / Scanned Copy)				
8. PhilJobNet Registration Certificate (1 Original Copy / Scanned Copy)				
9. Company / Institution Profile (2 Original Receiving Copies, for OUP and CEJPS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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

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



3. Process of Request for Job Posting and Graduate Listing

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

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

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Posting/Graduate Listing/ Resume Request form <i>TSU-CJS-SF-03</i> (1 Original Copy / Scanned Copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Letter of Request for Job Posting and Graduate Listing (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the other requirements.	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university. <i>Note: A regret letter will be issued if the company failed to comply with the requirements.</i>	None	10 minutes	<i>Section Head / Career Specialist Staff Career Education and Job Placement Services</i>
	1.2 The President endorses the request of the company to Career Education and Job Placement Services Unit.	None	1 working day	<i>President Office of the University President Vice President Office of the Vice President for Academic Affairs OIC-Director Office of Student Affairs and Services</i>



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



Guidance and Counseling Unit

External Services



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (1 Original Copy)	The client will provide			
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Records (1 Original Copy); or	Office of Admission and Registration			
2. Accomplished Student Clearance (1 Original Copy)	Office of Admission and Registration			
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy); or	Office of Admission and Registration			
2. Accomplished Student Clearance (1 Original Copy)	Office of Admission and Registration			
3. Payment Slip <i>TSU-GAC-SF-28</i> (1 Original Copy)	Guidance and Counseling Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to the Main Campus-Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit



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

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



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

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

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



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



Office of Admission and Registration

External Services



1. Issuance of Temporary Notice of Acceptance for Foreign Student

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New Foreign Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application form for Foreign Student <i>TSU-OAR- SF- 06</i> (1 Original Copy)		Office of Admission and Registration		
2. 2x2 Colored Pictures on White Background Taken Within the Last Six (6) Months - (2 Original Copies)		The client will provide		
3. Transcript of Records/Certificate of Completion / Graduation Duly Notarized and Authenticated by the Philippine Embassy or Consulate in Their Country (1 Original Copy)		The client will provide (Previous School / University)		
4. Personal Data, Passport with Approved Student Visa, Alien Certificate of Registration (ACR) (1 Original Copy)		The client will provide		
5. Birth Certificate or Its Equivalent Duly Authenticated by the Philippine Foreign Service Post (1 Original Copy)				
6. Notarized Affidavit of Support and Proof of Adequate Financial Support (1 Original Copy)				
7. Result of IELTS/TOEFL/ TOEIC (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to the Office of International Affairs and Linkages (ويا@tsu.edu.ph) to inquire about the requirements of Foreign Students and send complete requirements.	1.1 Receives, checks, and evaluates the documents provided by the International Affairs.	None	30 minutes	<i>Staff-in-Charge of Foreign Students Office of Admission and Registration</i>
	1.2 Prepares the Temporary Notice of Acceptance and submits to International Affairs. <i>Note: The International Affairs will send</i>	None	3 hours	



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



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

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



2. Process for Signing of Student Clearance

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

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

Office or Division:	Office of Admission and Registration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni, Newly Graduates, and Transferring Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Student Clearance Form <i>TSU-OAR-SF-18</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf		
2. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signing of Student Clearance at the Office of Library Management and Services				
1.1 Proceed to the college's designated library and present all necessary requirements at the Circulation Counter – Office of Library Management and Services – (Main Campus, Villa Lucinda Campus, or San Isidro Campus).	1.1.1 Receives and verifies library accountabilities of the client from the library system.	None	30 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
	1.1.2 Without Library Accountabilities : Affixes signature on the Student Clearance Form and releases it to the client. Then proceed to Agency Action No. 1.4.2 With Library Accountabilities : Informs client to settle his/her accountabilities at the Cashiering Unit and/or Supply Office.	None	3 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
1.2 With Library Accountabilities	1.2 With Library Accountabilities	Depends on each	40 minutes	<i>Staff-in-Charge</i> Cashiering Unit



: Proceed to the Cashiering Unit and/or Supply and Property Management Unit to settle accountabilities.	: Receives and processes the payment.	client's accountability/ies		
1.3 With Library Accountabilities : Proceed to the Circulation Counter and present the Official Receipt of payment.	1.3 With Library Accountabilities : Verifies the Official Receipt presented.	None	5 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
1.4 With Library Accountabilities : Receive the duly signed Clearance Form and fill out the Clearance Logbook <i>TSU-LMS-SF-12</i> .	1.4.1 With Library Accountabilities : Affixes signature on the Clearance Form.	None	3 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
	1.4.2 Provides the Clearance Logbook for the client to accomplish.	None	5 minutes	
2. Signing of Student Clearance at the Cashiering Unit				
2.1 Present Student Clearance Form to the Cashiering Unit.	2.1 Verifies if the student has an outstanding balance.	None	30 minutes	<i>Collecting Staff</i> Cashiering Unit
2.2 If With Outstanding Balance: Settle unpaid balance.	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s.	Outstanding balance	2 minutes	<i>Collecting Staff</i> Cashiering Unit
2.3 Receive duly signed Clearance Form.	2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without Outstanding Balance: Affixes signature on the Clearance Form.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
3. Signing of Student Clearance at the Student Development Services Unit				



<p>3.1 Proceed to TSU - Villa Lucinda Campus and present the accomplished Clearance Form to the Career Education Job Placement Services Office.</p> <p><i>Note: For Doctoral, Masteral and Transferring students, skip this step and proceed to Client Step 3.2.</i></p>	<p>3.1 Checks if the student attended all required activities organized by Career Education Job Placement Services. If with complete attendance, counter signs the Clearance Form.</p> <p><i>Note: If student has absent/s, gives intervention action depending on the activity not attended.</i></p>	None	2 hours and 10 minutes	<p><i>Unit Head</i> Career Education Job Placement Services</p> <p><i>Staff</i> Career Education Job Placement Services</p>
<p>3.2 Proceed to Student Development Services Office and present the Student Clearance countersigned by the Career Education Job Placement Services Head.</p>	<p>3.2 Checks if the student has no contemptible records or accountability requirements (for Student Discipline Unit, Student Organization Unit and Student Publication Unit offices) and signs the Student Clearance Form.</p> <p><i>Note: If student has contemptible record/s, refer to the Student Discipline Unit for appropriate actions or to the Student Organization Unit and Student Publication Unit to replenish the accountability requirements.</i></p>	None	5 minutes	<p><i>Unit Head</i> Student Development Services</p> <p><i>Staff</i> Student Development Services</p>
<p>4. Signing of Student Clearance at the College</p>				



4.1 Proceed to the Department Chairperson.	4.1 Verifies the student's academic status. Once the student has clear status, countersign the Clearance Form. <i>Note: If the student has deficiency or lacking requirements, provide instruction on how to comply the lacking.</i>	None	2 hours and 10 minutes	<i>Department Chairperson Mother College</i>
4.2 Proceed to the College Dean	4.2 Signs the Student clearance	None	30 minutes	<i>Dean Mother College</i>
5. Signing of Student Clearance at the Office of Admission and Registration				
5.1 Proceed to the Office of Admission and Registration - Main Campus and get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Duly signed Student Clearance Form to the designated College window.	5.1 Receives the submitted duly signed Student Clearance Form	None	2 hours and 5 minutes	<i>Staff Office of Admission and Registration</i>
	5.2 Notifies the students regarding the releasing of Official Transcript of Records or Transfer of Credentials.	None	5 minutes	<i>Staff Office of Admission and Registration</i>
TOTAL WITH NO ACCOUNTABILITY:		None	8 Hour & 10 Minutes	
TOTAL WITH ACCOUNTABILITY:		Outstanding Balance	9 Hours & 1 Minute	

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

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



3. Processing of Request for Transcript of Records of Graduates

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Student Clearance (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf		
2. For CCS Graduate and Graduate School - Memo of Agreement / Distribution Letter (1 Original Copy)		The client will provide		
3. Documentary Stamps (2 pcs.)				
4. For Transferees - Form 137-A / Transcript of Records with Remarks "Copy for TSU" (1 Original Copy)				
5. If the Requestor is Not Present, a. Authorization Letter (1 Original Copy) b. Requestor's Valid ID (1 Photocopy) c. Representative's Valid ID (1 Photocopy)				
6. Alumni Fee Receipt (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records. For Online: Email the Staff-in-Charge of	1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client. For Online: Checks email to respond to the requests.	None None	30 minutes 1 hour	<i>Staff-in-Charge of Records</i> Office of Admission and Registration



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

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



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

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

Office or Division:	Office of Admission and Registration (OAR)	
Classification:	Complex – Request for other Documents Highly Technical – Request for Diploma	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Alumni and Currently Enrolled Students at the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST		
1. Valid identification Card (ID)	The Client will provide	
2. For Undergraduate-unenrolled student , Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf	
3. For Undergraduate-unenrolled student , Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	The client will provide	
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
5. Documentary Stamp/s (1 stamp per page)	The client will provide	
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)		
1. Valid identification Card (ID)	The client will provide	
2. Photocopy and 1 Original Copy of Transcript of Records and Diploma, present the Original Copy	The client will provide	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
C. DUPLICATE OF DIPLOMA		
1. Valid identification Card (ID)	The client will provide	
2. For Missing/ Loss of Diploma , Affidavit of Loss	Notary public, a lawyer, or a government office that deals with legal documents	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
D. CERTIFICATION/S		
1. Valid identification Card (ID)	The client will provide	



2. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5clemm2/l-student-clearance-form.pdf			
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)	The client will provide			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
E. TRANSFER CREDENTIAL				
1. Valid identification Card (ID)	The client will provide			
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended			
3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5clemm2/l-student-clearance-form.pdf			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
F. FORM 137- A				
1. Valid identification Card (ID)	The client will provide			
2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
3. Documentary Stamp/s (1 stamp per page)	The client will provide			
G. IF THE REQUESTOR IS NOT PRESENT				
1. Authorization letter (1 Original Copy)	The client will provide			
2. Requestor's valid ID (1 Photocopy)				
3. Representative's valid ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Online Processing of Request for Various Academic Documents - Tarlac State University	1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	45 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	1.2 Endorses it to the Staff-in-Charge of the	None	45 minutes	



Form (Microsoft Forms) https://forms.office.com/r/gPazndi3dB	Request Section.			
	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	<i>Staff-in-Charge Request Section</i> Office of Admission and Registration
2. Receive the list of necessary requirements and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	<i>Staff-in-Charge Online Request</i> Office of Admission and Registration
3. Pay the required fees thru online (www.landbank.com) and Send the Proof of payment at oar@tsu.edu.ph <i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at <a 484="" 511="" 956="" 973"="" data-label="Page-Footer" href="https://www.tsu.edu.ph/announcements/2024-announcements/land-bank-payment-via-www-landbank-</i></td> <td>3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/ Registrar.</td> <td>None</td> <td>45 minutes</td> <td><i>Staff-in-Charge Online Request</i>
Office of Admission and Registration</td> </tr> <tr> <td>3.2 Ask the staff-in-charge in the request section about the release date of the requested documents.</td> <td>None</td> <td>30 minutes</td> <td><i>Staff-in-Charge Online Request</i>
Office of Admission and Registration</td> </tr> <tr> <td>3.3 Fills out the logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.</td> <td>None</td> <td>5 minutes</td> <td><i>Staff-in-Charge Request Section</i>
Office of Admission and Registration</td> </tr> </table> </div> <div data-bbox="> <p>51</p> </i>				



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



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

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

Note:

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

Only those with complete requirements will be entertained.



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

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

Office or Division:	Office of Admission and Registration (OAR)	
Classification:	Complex – Request for other Documents Highly Technical – Request for Diploma & Students not in the System	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Alumni and Currently Enrolled Students at the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST		
1. Valid identification Card (ID)	The Client will provide	
2. For Undergraduate-unenrolled student , Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf	
3. For Undergraduate-unenrolled student , Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	The client will provide	
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
5. Documentary Stamp/s (1 stamp per page)	The client will provide	
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)		
1. Valid identification Card (ID)	The client will provide	
2. Photocopy and 1 Original Copy of Transcript of Records and Diploma, present the Original Copy	The client will provide	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
C. DUPLICATE OF DIPLOMA		
1. Valid identification Card (ID)	The client will provide	
2. For Missing/ Loss of Diploma , Affidavit of Loss	Notary public, a lawyer, or a government office that deals with legal documents	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
D. CERTIFICATION/S		
1. Valid identification Card (ID)	The client will provide	



2. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf			
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)	The client will provide			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
E. TRANSFER CREDENTIAL				
1. Valid identification Card (ID)	The Client will provide			
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended			
3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
F. FORM 137- A				
1. Valid identification Card (ID)	The client will provide			
2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
3. Documentary Stamp/s (1 stamp per page)	The client will provide			
G. IF THE REQUESTOR IS NOT PRESENT				
1. Authorization letter (1 Original Copy)	The client will provide			
2. Requestor's valid ID (1 Photocopy)				
3. Representative's valid ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Admission and Registration and get a ticket number from	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in-Charge Request Section Office of Admission and Registration



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



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



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

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

Note:

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



Office of Library Management and Services

External Services



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

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

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

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



<p>2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i>.</p> <p>For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.</p>	<p>2. Performs reference procedures to identify needed information sources.</p> <p>For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>7 minutes</p>	<p><i>Head and Staff Office of Library Management and Services</i></p>
<p>3. State and negotiate the query/ies.</p>	<p>3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Head and Staff Office of Library Management and Services</i></p>
<p>4. Receive answer to the query/ies.</p>	<p>4.1 Presents the information source to the client.</p> <p><i>Note: if answer/s to the query/ies cannot be found, inform the client.</i></p>	<p>None</p>	<p>1 minute</p>	<p><i>Head and Staff Office of Library Management and Services</i></p>
	<p>4.2 Records query/ies and sources of information for reference purposes.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Head and Staff Office of Library Management and Services</i></p>
TOTAL:		<p>None</p>	<p>22 Minutes</p>	
<p>TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:</p>		<p>PHP 50.00 per Head</p>	<p>27 Minutes</p>	
<p>Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.</p> <p>Resolution no. 88, s. 2019</p>				



2. Process for Signing of Student Clearance

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

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

Office or Division:	Office of Admission and Registration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni, Newly Graduates, and Transferring Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Accomplished Student Clearance Form <i>TSU-OAR-SF-18</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf		
4. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signing of Student Clearance at the Office of Library Management and Services				
1.1 Proceed to the college's designated library and present all necessary requirements at the Circulation Counter – Office of Library Management and Services – (Main Campus, Villa Lucinda Campus, or San Isidro Campus).	1.1.1 Receives and verifies library accountabilities of the client from the library system.	None	30 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
	1.1.2 Without Library Accountabilities : Affixes signature on the Student Clearance Form and releases it to the client. Then proceed to Agency Action No. 1.4.2 With Library Accountabilities : Informs client to settle his/her accountabilities at the Cashiering Unit and/or Supply Office.	None	3 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
1.2 With Library Accountabilities	1.2 With Library Accountabilities	Depends on each	40 minutes	<i>Staff-in-Charge</i> Cashiering Unit



	: Proceed to the Cashiering Unit and/or Supply and Property Management Unit to settle accountabilities.	: Receives and processes the payment.	client's accountability/ies		
1.3	With Library Accountabilities : Proceed to the Circulation Counter and present the Official Receipt of payment.	With Library Accountabilities : Verifies the Official Receipt presented.	None	5 minutes	<i>Head</i> Office of Library Management and Services <i>Staff</i> Office of Library Management and Services
1.4	With Library Accountabilities : Receive the duly signed Clearance Form and fill out the Clearance Logbook <i>TSU-LMS-SF-12</i> .	With Library Accountabilities : Affixes signature on the Clearance Form.	None	3 minutes	<i>Head</i> Office of Library Management and Services
		1.4.2 Provides the Clearance Logbook for the client to accomplish.	None	5 minutes	<i>Staff</i> Office of Library Management and Services
2. Signing of Student Clearance at the Cashiering Unit					
2.1	Present Student Clearance Form to the Cashiering Unit.	Verifies if the student has an outstanding balance.	None	30 minutes	<i>Collecting Staff</i> Cashiering Unit
2.2	If With Outstanding Balance: Settle unpaid balance.	If With Outstanding Balance: Informs student of his / her outstanding balance/s.	Outstanding balance	2 minutes	<i>Collecting Staff</i> Cashiering Unit
2.3	Receive duly signed Clearance Form.	If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without Outstanding Balance: Affixes signature on the Clearance Form.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
3. Signing of Student Clearance at the Student Development Services Unit					



<p>3.1 Proceed to TSU - Villa Lucinda Campus and present the accomplished Clearance Form to the Career Education Job Placement Services Office.</p> <p><i>Note: For Doctoral, Masteral and Transferring students, skip this step and proceed to Client Step 3.2.</i></p>	<p>3.1 Checks if the student attended all required activities organized by Career Education Job Placement Services. If with complete attendance, counter signs the Clearance Form.</p> <p><i>Note: If student has absent/s, gives intervention action depending on the activity not attended.</i></p>	<p>None</p>	<p>2 hours and 10 minutes</p>	<p><i>Unit Head</i> Career Education Job Placement Services</p> <p><i>Staff</i> Career Education Job Placement Services</p>
<p>3.2 Proceed to Student Development Services Office and present the Student Clearance countersigned by the Career Education Job Placement Services Head.</p>	<p>3.2 Checks if the student has no contemptible records or accountability requirements (for Student Discipline Unit, Student Organization Unit and Student Publication Unit offices) and signs the Student Clearance Form.</p> <p><i>Note: If student has contemptible record/s, refer to the Student Discipline Unit for appropriate actions or to the Student Organization Unit and Student Publication Unit to replenish the accountability requirements.</i></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Unit Head</i> Student Development Services</p> <p><i>Staff</i> Student Development Services</p>
<p>4. Signing of Student Clearance at the College</p>				



4.1 Proceed to the Department Chairperson.	4.1 Verifies the student's academic status. Once the student has clear status, countersign the Clearance Form. <i>Note: If the student has deficiency or lacking requirements, provide instruction on how to comply the lacking.</i>	None	2 hours and 10 minutes	Department Chairperson Mother College
4.2 Proceed to the College Dean	4.2 Signs the Student clearance	None	30 minutes	Dean Mother College
5. Signing of Student Clearance at the Office of Admission and Registration				
5.1 Proceed to the Office of Admission and Registration - Main Campus and get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Duly signed Student Clearance Form to the designated College window.	5.1 Receives the submitted duly signed Student Clearance Form	None	2 hours and 5 minutes	Staff Office of Admission and Registration
	5.2 Notifies the students regarding the releasing of Official Transcript of Records or Transfer of Credentials.	None	5 minutes	Staff Office of Admission and Registration
TOTAL WITH NO ACCOUNTABILITY:		None	8 Hour & 10 Minutes	
TOTAL WITH ACCOUNTABILITY:		Outstanding Balance	9 Hours & 1 Minute	

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

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



Office of Student Affairs and Service

External Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same <i>Resolution No. 62, s. 2015</i> (1 Duplicate Copy)		The client will provide		
2. Invitation Letter/ Endorsement Letter (1 Original Copy)				
3. Certificate or Certifications Supporting Claims (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements at the Office of Student Affairs and Services.	1.1 Receives, verifies submitted document/s. <i>Note: If submitted documents are lacking, inform the client.</i>	None	3 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.2 Verifies / assesses submitted documents.	None	5 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	<i>Staff-in-Charge</i> Office of Student Affairs and Services
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	<i>Staff-in-Charge</i> Cashiering Unit
TOTAL:		None	1 Working Day, 1 Hour & 8 Minutes	



Office of TSU National Service Training Program

External Services



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

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

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



Research, Accreditation and Records Unit

External Services



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

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

Office or Division:	Research, Accreditation and Records Unit (RARU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Colleges and Units of the University, Accreditation Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>DRF TSU-RAR-SF-01</i> (1 Original Copy)		Research, Accreditation and Records Unit or download at https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit.</p> <p>For Online: Send an electronic copy of the Document Request Form via e-mail thru sas.rarunit@gmail.com.</p>	<p>1.1.1 For Walk-In: Receives the DRF from the client through e-mail and a printed copy if walk-in.</p> <p>1.1.2 Records the document in the Incoming Documents Monitoring Logbook.</p> <p>1.2.1 For Online: Receives and downloads the Document Request Form and acknowledges the receipt of email.</p> <p>1.2.2 Prints the Document Request Form as proof of service transaction.</p>	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit



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



Scholarship and Financial Assistance Unit

External Services



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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form TSU-SFA-SF-01 (1 Original Copy)		From the Scholarship and Financial Assistance Unit Office, Scholarship Online Application System (SOAS)		
2. For New Applicant - Certification of Barangay Indigency (1 Original Copy)		The client will provide		
3. Certification of Registration (COR) (1 Original Copy)				
4. Report of Grades (ROG) (1 Original Copy)		The client will provide		
5. For Person with Disability (PWD) - Medical Certification (1 Original Copy)		TSU Medical Unit		
6. For Person with Disability (PWD) - PWD ID (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit. For Online: Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and fill out the application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements. For Online: Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and views list of applicant/s.	None	5 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit
		None	2 minutes	SOAS <i>Administrator</i> Scholarship and Financial Assistance Unit
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and		5 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit



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



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

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



Sports and Development Unit

External Services



1. Processing of Request for Hosting a Sports Event

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

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

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



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



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

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

Office or Division:	Sports and Development Unit (SDU)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	TSU Student Athletes and Other State Universities and Colleges	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide	
2. Certificate of Registration (1 Certified True Copy)		
3. Parental Consent (Notarized) (1 Original Copy)		
4. Vaccination Card (1 Original Copy)		
5. Parents ID with Signature (1 Original Copy 1 Photocopy)		
6. Report of Grades (1 Certified True Copy)		
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)		
8. Medical Certificate (1 Original Copy)	TSU Medical Unit	
9. Eligibility Form (1 Original Copy)	TSU or Host School	
FOR INTERNATIONAL AFFAIRS AND LINKAGES OFFICE (IALO)		
1. CHED-IAS Form No. 15 Annex B (1 Original Copy)	Sports and Development Unit	
2. Endorsement Letter from the President (1 Original Copy)		
3. Approved Pursue Letter (1 Original Copy)		
4. Notice of Acceptance, if applicable (1 Original Copy)		
5. Invitation Letter, if applicable (1 Original Copy)		
6. Background of the Event and Organizers (attach website links, if applicable) (1 Original Copy)		
7. Certification of approved Budget Signed by Budget Officer and Accounting Office Director (1 Original Copy)		
8. Breakdown of Expenses (Specify expenses per participant and source of funding) (1 Original Copy)		
9. Official List of Participants (1 Original Copy)		
10. Approved Complete Staff Work (CSW) - (1 Original Copy)		



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



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



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	TSU Student Athletes and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 1 Photocopy)				
6. Report of Grades (1 Certified True Copy)				
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)				
8. Medical Certificate (1 Original Copy)		TSU Medical Unit		
9. Eligibility Form (1 Original Copy)		TSU or Host School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification about the upcoming sports event.	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University receives, evaluates, and selects qualified players. If there are selected players, proceed to training.</i>	None	2 hours	<i>Sports Director</i> Sports and Development Unit



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



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU student athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 original copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' or Guardian's ID with Signature (1 Original Copy)				
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an invitation to the upcoming sports event.	1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit.	None	30 minutes	<i>Staff-in-Charge</i> Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	<i>Sports Director</i> Sports and Development Unit
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	<i>Staff-in-Charge</i> Sports and Development Unit
	2.2 Prepares the budget letter for the budget breakdown.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit



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



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Notarized Parental Consent (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 1 Photocopy)				
6. Report of Grades (1 Certified True Copy)				
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)				
8. Medical Certificate (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1 Original Copy)	TSU or Host School			
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutional Contribution	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	<i>Staff-in-Charge</i> Sports and Development Unit
	1.3 Conducts meeting	None	2 hours	<i>Staff-in-Charge</i>



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



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



Student Discipline Unit

External Services



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form <i>TSU-SDU-SF-01</i> (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response <i>TSU-SDU-SF-03</i> (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	2 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit



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

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

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



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	2 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit



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



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

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



3. Filing of Complaints and Investigation Against TSU Employee

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City) Note: Use only the forms provided by Student Discipline Unit. Include any documented evidence if there is any*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) *	None	1 hours & 30 minutes	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
2. Wait for the notice coming from the Student Discipline Unit regarding the progress of the case or for the schedule of hearing to be given by the Grievance Board	2. Student Discipline Unit will forward the complaint to Office of The Vice President for Academic Affairs if the defendant is faculty or to Office of The	None	5 working days	<i>Vice President</i> Office of The Vice President for Academic Affairs or <i>Vice President</i> Office of The Vice President



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

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



4. Procedure for Appeal

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal (1 Original or Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form to be submitted at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	1. Forward the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	<i>Technical Staff</i> Student Discipline Unit
	1.1 Student Discipline Unit's decision is appealable to the Director of Office of Student Affairs and Service within 10 days from notice.			<i>Technical Staff</i> Student Discipline Unit
	1.2 Office of Student Affairs and Service's decision is appealable to the Office of The Vice President for Academic Affairs within 10 days from notice.			<i>Technical Staff</i> Office of Student Affairs and Services
	1.3 Office of The Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			<i>Staff</i> Office of the Vice President for Academic Affairs



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



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

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

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



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



Testing, Evaluation, and Measurement Unit

External Services



1. Processing of Admission Test Application for Incoming Freshmen Students

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

Office or Division:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming TSU Freshman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Digital Image / Scanned 1.77" x 1.37" (Formal Passport-Size Photo on a White Background with Name Tag) Format: (DELA CRUZ, JUANA CRUZ) (1 Electronic Copy)		The client will provide		
2. Digital Image / Scanned Front and Back Page of Form 138 Grade 11 / Grade 12 / (Report Card) / ALS Rating with Final GWA (1 Electronic Copy)				
3. Digital Image / Scanned Front Page of Philippine Statistics Authority (PSA) Birth Certificate (1 Electronic Copy)				
4. Digital Image / Scanned Front Page of Certificate of Good Moral Character (1 Electronic Copy)				
5. Digital Image / Scanned Copy of Income Tax Return of Parents with Basic Salary / Certificate of Indigency (1 Electronic Copy)				
6. Properly Accomplished TSU-CAT Online Application Form		Downloadable at cat.tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an online account at CAT website (cat.tsu.edu.ph). <u>Fill-out the online application form; upload and submit all requirements.</u> <i>Note: The client needs a valid email address for the filing of application and for receiving of notifications about the status of application.</i>	1. Views submitted applications via CAT portal and evaluates all the submitted requirements. <i>Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of application.</i>	None	20 working days	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit



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

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

Approved Calendar of Activities:

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



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

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

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



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



**OFFICES UNDER THE OFFICE OF THE VICE
PRESIDENT FOR ADMINISTRATION**

List of External Services



Accounting Unit

External Services



1. Processing for Assessment of Fees for Other Payors

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Seminar/Training Fees (Research) (1 Duplicate Copy)		The client will provide		
2. Sale of Bidding Documents/Others Pre-Assessment Slip/ Information (1 Duplicate Copy)				
3. Transfer of funds Disbursement Voucher (1 Duplicate Copy)				
4. Assessment of consultation fees (Research) TSU-URO-SF-72 (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	<i>Staff</i> Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	<i>Staff</i> Accounting Unit
TOTAL:		None	5 Minutes	



Cashiering Unit

External Services



1. Process for Claiming of Checks

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

Office or Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. <i>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</i>	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
TOTAL:		None	20 Minutes	



2. Processing of Cash Payment for Outstanding Balances

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

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



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

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

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

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



Civil Security Unit

External Services



1. Processing of Action for Complaints

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

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



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



2. Processing of Request for CCTV Footage Review

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

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



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



Contract Management Unit

External Services



1. Processing of Approval and Issuance of Work Suspension Order

This service allows the contractor to receive a work suspension order initiated by the contractor or initiated by the Office of Facilities Development and Management based on the guidelines, documentary requirements, and methodology for the approval or disapproval of the request and the prescribed timeframe in accordance with RA 9184 and its IRR.

Office or Division:	Office of Facilities Development and Management - Contract Management Unit (OFDM-CMU)			
Classification/s:	Highly Technical			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent of the Contractor (1 Original Copy)			The client will provide	
2. Accomplished Work Suspension Order Form with the following information (1 Original Copy)			Office of Facilities Development and Management - Contract Management Unit (OFDM-CMU)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent addressed to the University President attached with Retention Bond to the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.1 Receives the Letter of Intent and submit to the Office of the University President for action.	None	2 working days	<i>Staff-in-Charge</i> Records and Archives Unit
	1.2 Endorses the letter to the Office of the Vice President for Administration for action.	None	1 working day	<i>University President</i> Office of the University President
	1.3 Endorses the letter to the Office of Facilities Development and Management for action.	None	1 working day	<i>Vice President</i> Office of the Vice President for Administration
	1.4 Forwards the request letter to the Contract Management Unit to check and validate the request.	None	6 working hours	<i>Director</i> Office of Facilities Development and Management
	1.5 Prepares the documentary requirements for Processing of Retention	None	1 working day	<i>Staff-in-Charge</i> Office of Facilities Development and



	Money based on the Checklist.			Management – Contract Management Unit
	1.6 Checks the prepared documents if correct and complete.	None	1 working day	<i>Unit Head</i> Office of Facilities Development and Management – Contract Management Unit
	1.7 Reproduces three (3) copies of the documentary requirements as stated in the Checklist.	None	1 working day	<i>Staff-in-Charge</i> Office of Facilities Development and Management – Contract Management Unit
	1.8 Prepares the Recommendation Letter attached with the documentary requirements for Processing of Retention Money.	None	1 working day	<i>Unit Head</i> Office of Facilities Development and Management – Contract Management Unit
	1.9 Validates the attached documents and signs the Recommendation Letter.	None	1 working day	<i>Director</i> Office of Facilities Development and Management
	1.10 Forwards the Recommendation Letter to the Office of the Vice President for Administration to recommend for approval.	None	1 working day	<i>Clerk</i> Office of Facilities Development and Management
	1.11 Forwards the Recommendation Letter to the Office of the University President for approval.	None	1 working day	<i>Clerk</i> Office of the Vice President for Administration
	1.12 Forwards the Recommendation	None	1 working day	<i>Clerk</i>



	n Letter to Records and Archives Unit to record and file a copy and releases the remaining copies to Office of Facilities Development and Management to be used for Variation Order / Additional Work Billing.			Office of the University President
	1.13 Receives the signed Recommendation Letter and compiles all the documentary requirements for Processing of Retention Money.	None	1 working day	<i>Staff-in-Charge</i> Office of Facilities Development and Management – Contract Management Unit
	1.14 Prepares the Disbursement Voucher for Processing of Retention Money and attach all compiled documentary requirements.	None	2 working days	<i>Unit Head</i> Office of Facilities Development and Management – Contract Management Unit
	1.15 Signs the Disbursement Voucher.	None	1 working day	<i>Director</i> Office of Facilities Development and Management
	1.16 Logs the signed voucher and forward to the Accounting Unit.	None	1 working day	<i>Staff-in-Charge</i> Office of Facilities Development and Management – Contract Management Unit
	TOTAL:	None	17 Working Days and 6 Hours	



Employee Welfare Unit

External Services



1. Processing of Employment Verification Requests

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

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Any Government Agencies and Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Personnel Information to be Verified (1 Original Copy) such as a. Name b. Position c. Date Hired d. Monthly Salary e. Employment Status f. Confirmation for Pending Resignation / Separation, and etc.		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In / Phone Call Requests: Submit the list of personnel information to be verified to the office of Employee Welfare Unit or call (045) 606-8155. For Online: Request for the employment details of the TSU personnel concerned at hrdmo@tsu.edu.ph	1.1 For Walk-In / Phone Call Requests: Receives and lists the needed details and informs the client of feedback after. For Online: Receives the email from the Background Investigator and start the verification / checking of the employment records of the personnel concerned.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
	1.2 Verifies if the requested person is/was hired. Prepares and lists the information needed.	None.	30 minutes	<i>Staff</i> Employee Welfare Unit
2. Receive feedback	2. For Walk-In / Phone Call Requests:	None	5 minutes	<i>Staff</i> Employee Welfare Unit



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



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



Facilities Maintenance Unit

External Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services <i>TSU-FMU-SF-01</i> (2 Original Copies)		Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx		
2. <i>If there is no available material/s, (For Internal Clients Only)</i> Request for Funding through Letter addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document.	None	2 minutes	<i>Clerk</i> Facilities Maintenance Unit
	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	<i>Clerk</i> Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre-repair inspection to determine the repair to be done.	None	30 minutes	<i>Unit Head</i> Facilities Maintenance Unit
	1.4 Conducts pre-repair inspection to determine the damage and materials needed.	None	1 hour	<i>Maintenance Staff</i> Facilities Maintenance Unit
2. Receives notification or e-mail for evaluation of	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	<i>Unit Head</i> Facilities Maintenance Unit



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



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



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

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



Monitoring Unit

External Services



1. Processing of Material Approval Request

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

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



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



Office of Business Affairs and Auxiliary Services

External Services



1. Digital Studio RFID Processing – For Alumni IDs

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

Office or Division:	Office of Alumni Affairs (OAA) and Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Alumni Form <i>TSU-AAO-SF-04</i> (1 Original Copy)		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/5zudnw1p/request-for-alumni-id.doc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send the accomplished Request for Alumni ID Form via email to tsualumniassociation@gmail.com .	1.1 For Face-to-Face Transaction: Receives submitted request form. For Online Transaction: Downloads the form. <i>Note: If submitted form is improperly filled out, return to client.</i>	None	5 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs
	1.2 Verifies the identity thru the Alumni Database and inputs the Alumni Number.	None	2 working days	
2. For Face-to-Face Transaction: Receive Alumni Number written in Alumni Form. For Online Transaction: Receive Alumni Number thru email.	2. For Face-to-Face Transaction: Releases Alumni Number and informs the client to proceed to Office of Business Affairs and Auxiliary Services at the 2nd Floor and present the accomplished Alumni Form for the Processing of Alumni ID. For Online Transaction: Releases Alumni	None	10 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs



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

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

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



2. Processing of Request to Use the University Facilities

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

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



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

RATES OF RENTAL OF FACILITIES

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



Office of Gender and Development

External Services



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

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

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



<p>the inquired service.</p> <p>For Online: Receive email acknowledgment and response regarding the concern/s.</p>	<p>For Online: Acknowledge the receipt of email and takes appropriate action/s on concern/s.</p>			
TOTAL:		None	30 Minutes	

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



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

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

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Government and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the University President with the following data: (3 Original Copies) <ul style="list-style-type: none"> – Title of the event – Date and Time of the event – Location of the event – Who to contact 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Records and Archives Unit – Main Campus.	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		<i>Clerk/Staff</i> Office of the University President
	1.3 Receives, reviews, and assesses the requested service.	None	1 working day	<i>Director</i> Office of Gender and Development
	1.4 Endorses letter to the Capacity-Building and Extension Service Unit for action.	None	5 minutes	<i>Director</i> Office of Gender and Development
2. Receives notification on the action	2.1 Informs client on the action taken/details of the request.	None	1 working day	<i>Clerk</i> Office of Gender and Development



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



**Office of Human Resource Development and
Management
External Services**



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

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

Office or Division:	Office of Human Resource Development and Management (OHRDM)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter that includes the following data: (1 Original Copy) a. Document/Data to be requested b. Purpose c. Who to contact		The client will provide		
2. Any document to support the requested document/data such as but not limited to: a. Request Letter or Compliance from other government agencies. (1 Original Copy) b. For research purposes, any document that may prove on-going research. (1 Original Copy) c. Privacy Consent concerning data covered by Data Privacy Act of 2012 (1 Original Copy)		The client will provide		
3. For Business Entity/ies: Approved or Signed Authorization letter from the former or current employee. (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with necessary attachments, <i>if any</i> , to the Office of Human Resource Development and Management – Main Campus.	1.1 Receives the submitted document/s.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management
	1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. <i>Note: If incomplete return the submitted requirement/s and inform the lacking.</i>	None	10 minutes	<i>Messenger/Staff and Director</i> Office of Human Resource Development and Management
2. Receives notification on the schedule of the releasing of	2.1 Informs the client about the release date of the requested document.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development



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



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



Procurement Unit

External Services



1. Process of Acquiring Bidding Documents

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

Office or Division:	Procurement Unit - Bids and Awards Committee (BAC) Secretariat Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All Eligible Business Entity/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 Original Copy or 1 Electronic Copy)		The client will provide		
2. <i>If Paid via Over-the-Counter</i> , Official Receipt (1 Photocopy)		Cashiering Unit		
3. <i>If Paid via Online Banking</i> , Official Receipt (1 Scanned Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	<i>Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC)</i> <i>(See table below)</i>	5 minutes	<i>Staff-in-Charge</i> Cashiering Unit
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit



TOTAL:	Maximum Cost of Bidding Documents based on ABC	20 Minutes	
---------------	---	-------------------	--

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



Records and Archives Unit

External Services



1. Process of Receiving and Controlling Records and Documents

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

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



appropriate action.				
TOTAL:		None	28 Minutes	



Recruitment, Selection and Promotion Unit

External Services



1. Processing of Job Vacancies Application

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

Office or Division:	Office of Human Resource Development and Management – Recruitment, Selection and Promotion Unit (OHRDM-RSPU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Eligible Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter (1 Original Copy)		The client will provide		
2. Personal Data Sheet / Resumé (1 Original copy)				
3. Official Transcript of Record/Form 137 <i>whichever is applicable</i> (1 Original Copy and 1 Photocopy)				
4. Certificate of units earned in Post-Graduate course/s, if any (1 Original Copy and 1 Photocopy)				
5. Certificate of Eligibility, if applicable (1 Original Copy and 1 Photocopy)				
6. Certificate of Trainings / Seminar-Workshops for the last five (5) years for non-teaching and ten (10) years for teaching. (1 Original Copy and 1 Photocopy)				
7. Certificate of Awards, Plaque or Letter of Commendation for the Last Ten (10) Years (1 Original Copy and 1 Photocopy)				
8. Certificate of Employment Including Outside of Government Service (1 Original Copy and 1 Photocopy)				
9. Performance Rating / Individual Performance Commitment Review (IPCR) Last Two (2) Rating in the Present Plantilla (1 Original Copy and 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies. <i>Note: Receiving of application is until the date specified in the publication for published positions.</i>	1.1 Receives submitted document/s.	None	1 minute	<i>Front Desk</i> Office of Human Resource Development and Management or <i>Staff</i> Recruitment, Selection, and Promotion Unit
	1.2 Verifies photocopied documents upon	None	5 minutes	<i>Front Desk</i> Office of Human Resource



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



Supply and Property Management Unit

External Services



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

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

Office or Division:	Supply and Property Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order/ Work Order (1 Original Copy)		Procurement Unit		
2. Invoice/ Delivery receipt (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers present a copy of the Purchase Order/ Work Order, and the Invoice/ Delivery Receipt is given to the staff-in-charge upon delivery of goods/ services to the Supply and Property Management Unit.	1. Receives and checks the completeness of the documents provided	None	20 minutes	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
2. Delivers the item/s	2.1 Checks and receives delivery of item/s if it is in conformity with the specifications indicated in the Purchase Order / Work Order; count the items delivered. <i>Note: For cases of non-conformity with the specifications, return item to the supplier.</i>	None	1 working day	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	2.2 Prepares and issues Request for Inspection-to-Inspection	None	30 minutes	<i>Supplies and Materials Staff</i>



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



	<p>2.7 Prepares Disbursement Voucher (DV); checks and validates attachments; forwards Disbursement Voucher to end-user to certify expenses incurred under his/her direct supervision; forward to the Accounting Office</p>	None	5 working days	<p><i>Clerk Head</i> Supply and Property Management Unit</p>
Total:		None	11 Working Days, 5 Hours, & 50 Minutes	



2. Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action

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

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



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



	TOTAL:	Bid Amount	19 working days, 3 hours, & 10 minutes
--	---------------	-----------------------	---



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

List of External Services



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



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

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

Office or Division:	Center for Community and Local Governance Studies and Policy Development (CCLGSPD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the University President with contact details (email & mobile number) of the requester (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Request Letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of the received Request Letter and forwards it to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 Endorses Request to the Office of Vice President for Research, Development and Extension.	None	1 working day	<i>President, or Officer-in-Charge, or Representative</i> Office of the University President
	1.3 Endorses Request to Center for Community and Local Governance Studies and Policy Development.	None	1 working day	<i>Vice President, or Officer-in-Charge, or Representative</i> Office of the Vice President for Research, Development and Extension
	1.4 Assesses the Request Letter as to the availability of service and endorsement to the Center for Community and Local Governance Studies and Policy	None	15 minutes	<i>Director</i> Center for Community and Local Governance Studies and Policy Development



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



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

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



Center for Natural Products Research

External Services



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

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

Office or Division:	Center for Natural Products Research (CNPR)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Faculty Researchers (Type A Client) TSU Graduate Students (Type B Client) TSU Undergraduate Students and Non-TSU Students (Type C Client) Other Interested Institutions/Agencies (Type D Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Use of Equipment Request/s -				
1. Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)		The client will provide		
B. For All Client Types				
1. Accomplished Request for Analysis <i>TSU-PCL-SF-33</i> (1 Original Copy)		Center for Natural Products Research or Analytical Testing Laboratory		
C. For Type A Clients				
1. Accomplished Research Capsule Proposal Form signed by the Dean <i>TSU-URO-SF-01</i> (1 Photocopy)		Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx		
2. Accomplished Notice to Proceed signed by a Representative from the University Research Office <i>TSU-URO-SF-60</i> (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (<i>TSU-PCL-SF-42</i>).	None	1 hour	<i>Staff-in-Charge</i> Center for Natural Products Research



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



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



Center for Natural Products Research Schedule of Analysis and Service Fees

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

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



**Center for Peace, Indigenous People's Resources
and Development
External Services**



1. Processing of Request for Office Consultancy and Assistance

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

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



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



Center for Solar and Emerging Technology

External Services



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

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

Office or Division:	Center for Solar and Emerging Technology			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy) <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.ph)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
For Internal clients: Submit a hardcopy of the requirement to the Center for	For Internal clients: Receives and endorses the submitted requirement to	None	10 minutes	<i>Staff</i> Center for Solar and Emerging Technology



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



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

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

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



Food Technology and Research Center

External Services



1. Processing of Food Technology and Research Center Service Requests

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

Office or Division:	Food Technology and Research Center (FTRC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTRC-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full Name of the Client/ Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or TSU Website or download at https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1 Receives and checks Service Request and endorses to the Office of the University President. <i>Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.</i>	None	1 working day	<i>Staff</i> Records and Archives
	1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	<i>University President</i> Office of the University President
	1.3 Assesses the Service Request Form as to the availability of the service and	None	10 minutes	<i>Director</i> Food Technology and Research Center



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



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



2. Processing of Market-Driven Research Service

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

Office or Division:	Food Technology and Research Center - Research and Development Unit (FTRC-RDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTRC-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full Name of the Client / Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or download at https://tsu.edu.ph/media/hcifh0f3/tsu-fty-sf-01-fty-service-request-form-rev-0.docx		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at fttc@tsu.edu.ph and/ or pres_office@tsu.edu.ph or submit to the Director's Office of Food Technology and Research Center.	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives
	If Submitted to the Director's Office: Accepts and checks the completeness of the submitted documents and forward them to	None	1 working day	<i>Director, Department Head, Staff</i> Food Technology and Research Center



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



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



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



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



3. Processing of Shared Facility Services Request

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

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR INTERNAL CLIENTS				
1. For Internal Client: Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (1 Original Copy or 1 Electronic Copy) with the following information. <ul style="list-style-type: none"> • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx		
2. For Students: Certificate of Registration (COR) (1 Original Copy or 1 Photocopy)		The client will provide		
B. FOR EXTERNAL CLIENTS				
1. Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (1 Original Copy or 1 Electronic Copy) with the following information. <ul style="list-style-type: none"> • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Food	1.1 Receives and verifies the completeness of the submitted documents. <i>Note: If submitted documents are incomplete and</i>	None	5 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center



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



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



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

	<p>per hour x total number of hours used x discount (if applicable)</p>		
--	--	--	--

APPENDIX 1.

RESEARCH AND DEVELOPMENT SERVICES

The FTIRC aims to generate reliable, relevant, and timely knowledge and technologies addressing local and global food issues such as food security, hunger, malnutrition, food waste and food safety though:

- Innovation of existing products
- Product development
- Material value-addition
- Enrichment
- Fortification of foods
- Improvement food systems and
- Development of sustainable food chains

SHARED FACILITY SERVICES (SFS)

The FTIRC has an up-to-date and state-of-the-art processing and analytical laboratories, classrooms, and training rooms to provide quality experience to the users. The facilities and equipment also provide an avenue for collaboration to other institutions. The center will ensure that the facility and the other resources are being maximized through a systematic-sharing of the faculty researchers, students and other FTIRC clients (i.e., outside-researchers, food manufacturers, sector of community, etc.)

PRODUCTION AND MARKETING SERVICES (PMS)

The FTIRC aims to produce and commercialize products from the food research and development projects of the faculty researchers and developed and innovated products of the University. The FTIRC has a store in the facade of the building where customers can avail the TSU's food products.

TSU'S Signature

SERVICES

SCHEDULE OF FEES

FOOD PROCESSING FACILITY

MACHINE / EQUIPMENT	CAPACITY	SFS FEE per hour	
FISH AND MEAT PROCESSING			
Smokehouse Oven	30Kq - Meat, Fish, Poultry	PHP 120.00	
	20Kq - Fruits, Vegetables		
Food Dehydrator	8Kq - Meat, Fish, Poultry	PHP 80.00	
	5Kq - Fruits, Vegetable		
Meat Grinder	30 Kilograms	PHP 120.00	
Meat Slicer	20 Kilograms	PHP 120.00	
Bowl Chopper	30 Kilograms	PHP 25.00	
Sausage Linker	30 Kilograms	PHP 103.00	
Sausage Stuffer	30 Kilograms	PHP 110.00	
FRUITS AND VEGETABLES PROCESSING			
Vegetable Cutter	10Kq - Fruits, Vegetables	PHP 103.00	
Noodle Maker	30Kq - Fruits, Vegetables	PHP 97.00	
Pulverizer (hammer mill)	30Kq - Fruits, Vegetables/ Dried	PHP 110.00	
Pasteurizer	50 Liter	PHP 190.00	
BAKING AREA			
Industrial Mixer	20Kq/ Hr	PHP 95.00	
Industrial Gas Tube Oven	8Kq/ Hr	PHP 210.00	
Industrial Tube Electric-Gas Oven (2-door)	6Kq/ Hr	PHP 186.00	
PACKAGING MACHINE/ EQUIPMENT			
Vacuum Packaging	180 packs/ Hr	PHP 125.00	
Continuous Band Sealer	600 packs/ Hr	PHP 120.00	
Impulse Sealer	900 packs/ Hr	PHP 120.00	
Impulse Sealer (Pedal type)	1200 packs/ Hr	PHP 125.00	
Vertical Form-Fill-Seal Machine	7500 packs/ Hr	PHP 150.00	
FOOD ANALYTICAL SERVICES			
Sensory Evaluation	Analytical and Affective Method	Scientific method to evoke, measure, analyse and interpret those responses to products as perceived through the senses of sight, smell, touch, taste, and hearing	Proposal Based
Shelf-life Determination	Analytical and Affective Method	Can help determine how long the product, under normal handling and storage, can maintain its taste, quality, microbial, chemical, and physical properties, remain wholesome, and meet the nutritional claims and declarations that are printed on the label	Proposal Based

ANALYTE/ ANALYSIS

CHEMICAL & PHYSICO-CHEMICAL ANALYSIS

METHOD	TESTING FEE (Php)
Moisture	Thermo-gravimetric 390.00
pH	AOAC 98112 280.00
Water Activity	Water Activity Meter 350.00
Total Titrolable Acidity	Titrimetric 540.00
Peroxide Value	Titrimetric 570.00
Free fatty Acid	Titrimetric 475.00
Brix Reading	Refractometer 270.00
Color	Colorimetry 360.00
Crude fat	Solvent Extraction 920.00
Crude Protein	Kjeldahl 950.00
Ash	Gravimetric 530.00
Turbidity	Nephelometric 280.00
Conductivity	Conductivity Meter 280.00
Filth	Microscopy 390.00
Temperature	Thermometer-SMEWW 190.00
Total Kjeldahl Nitrogen	Kjeldahl Digestion 910.00
MICROBIOLOGICAL ANALYSIS	
Aerobic Plate Count	Pour Plate 530.00
Total Coliform Count	Pour Plate, MPN 530.00
E. coli Count	MPN 950.00
Molds and Yeast Count	Spread Plate 530.00
Salmonella sp Detection	Conventional 950.00
Staphylococcus aureus Count	Spread Plate 760.00
Environmental Swabbing	Luminometer - ATP Monitoring System 530.00
Air Sampling	Sedimentation 530.00



Office of Innovation and Business Development

External Services



1. Processing of Requests for Copyright Deposit Assistance

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

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
2. For External Clients , Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
3. For Internal Clients , Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)		Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/WaiverandTransfer		
4. Accomplished and Duly Signed Inventor's/Author's Profile Form TSU-TTO-SF-24 (1 Original Copy/Electronic Copy)		Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/Inventor-AuthorProfile		
5. Valid ID with 3 Specimen Signatures (3 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



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



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

**Copyright deposit assistance is covered under RA 8293.*

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOP HL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of copyright deposit to Intellectual Property Office of the Philippines (IPOP HL).



2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division:	Office of Innovation and Business Development (OIBD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
2. Accomplished Request to Use University Trademarks Form <i>TSU-TTO-SF-20</i> (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/RequestToUseMarks		
3. Letter of Intent Addressed to the University President (1 Original Copy)		The client will provide		
4. Mock-Up for Each Design (1 Original Copy)				
5. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head, Staff</i> Office of Innovation and Business Development
2. For Approved Requests: Receive notification on the schedule of negotiation and signing of the	2. Notifies the client of the result of the evaluated request through the available platform. If approved, Notifies the client on the schedule	None	5 minutes	<i>Staff</i> Office of Innovation and Business Development

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



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

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

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



3. Process for Technology Transfer and Commercialization Assistance

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

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD-TLD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
2. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
3. Valid ID with Three (3) Specimen Signatures (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head or Staff</i> Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department

<p>3. For Technology Transfer: Attend negotiation meeting via online or face-to-face.</p> <p>For Commercialization: Attend series of meeting together with Department of Science and Technology (DOST).</p>	<p>3. For Technology Transfer: Negotiates and completes the license agreements.</p> <p>For Commercialization: Facilitates and attends to scheduled meetings and prepare documentary requirements.</p>	<p>None</p> <p>None</p>	<p>2 working days</p> <p>2 months</p>	<p><i>Director</i> Office of Innovation and Business Development</p> <p><i>Director, Head, & Staff</i> Office of Innovation and Business Development</p>
<p>4. For Technology Transfer: Receive notification regarding the scheduled signing of Non-exclusive Licensing Agreement.</p> <p>For Commercialization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.</p>	<p>4. For Technology Transfer: Informs the client on the schedule of signing of Non-exclusive Licensing Agreement.</p> <p>For commercialization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>1 month</p>	<p><i>Staff</i> Technology Licensing Department</p> <p><i>Director, Head, & Staff</i> Office of Office of Innovation and Business Development</p>
<p>5. Attend on the scheduled signing of agreement.</p>	<p>5. Facilities signing of license agreement, and notarizing the signed agreement.</p>	<p>None</p>	<p>2 working days</p>	<p><i>Director, Head, & Staff</i> Office of Innovation and Business Development</p>



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

**Technology Transfer and commercialization Assistance is covered under RA 10055*

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



4. Processing of Requests for Trademark Application Assistance

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

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
3. Mark to be Registered (1 Electronic Copy)				
4. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Development, and Extension (OVRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
2. Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



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



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

**Trademark Assistance is covered under R.A. 8293.*

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOP HL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of trademark applications to Intellectual Property Office of the Philippines (IPOP HL).

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

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

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



Office of University Extension Services

External Services



1. Processing of Request for Extension Document

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

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



Office of University Research and Development

External Services



1. Processing of Request for Test of Similarity Index

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

Office or Division:	Office of the University Research Development- Data Analytics Unit (OURD – DAU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Undergraduate Students (Type A Clients) TSU Master's Degree Students (Type B Clients) TSU Doctoral Degree Students (Type C Clients) Other interested institutions/agencies (Type D Clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Turnitin Run Request Form <i>TSU-ORD-SF-45</i> (1 Original Copy)		Office of Research Development or download at https://www.tsu.edu.ph/media/1bofemib/tsu-ord-sf-45-turnitin-run-request-form-1.docx		
2. Official Receipt of Payment for Test of Similarity Index/ Turnitin (1 Duplicate/ 1 Photocopy) *Refer to the table below for charges		TSU Cashiering Unit		
3. Manuscript/Article in .docx or .pdf Format (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the manuscript (Chapters 1 to 5) together with the other requirements to ursc@tsu.edu.ph	1. Receives and checks the completeness of submitted documents	None	30 minutes	<i>Staff-in-Charge</i> Data Analytics Unit
2. Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper for reference.	2. Uploads the manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%), informs the client via email. And gives a copy of the scanned	None	2 working days	<i>Staff-in-Charge</i> Data Analytics Unit



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

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



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

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

Office or Division:	Office of the University Research Development- Analytical Testing Laboratory (OURD- ATL)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Faculty Member(s) with no approved Research project – Type A Client(s) Other Interested Individuals – Type A Client(s) TSU Graduate Students – Type B Client(s) Non-TSU Students (High School and College), – Type C Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)		The client will provide		
2. For All Client Types – Accomplished Request for Analysis <i>TSU-PCL-SF-33</i> – (1 Original Copy)		Analytical Testing Laboratory		
3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (<i>TSU-PCL-SF-48</i>) (1 Original copy)		Analytical Testing Laboratory		
4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (<i>TSU-ORD-SF-01</i>) (1 Photocopy) b) Notice to Proceed (<i>TSU- ORD-SF-60</i>) (1 Photocopy)		The client will provide		
		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online platforms (MS Teams, Zoom Teleconferencing, Google Meet).	1. Attends initial meetings with the client to discuss other necessary requirements for the requested laboratory analysis or laboratory services and logs the client's name on the	None	1 hour	<i>Staff-in-Charge</i> Analytical Testing Laboratory



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



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



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



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

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

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



TSU-ATL-NPRC

Schedule of Analysis and Services Fees

(Board of Regents Resolution No. 29, s. 2019)

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



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





OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT

List of Internal Services



Anti-Red Tape Unit

Internal Services



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

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

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

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



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

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



2. Processing of Requests for Coaching and Mentoring

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

Office or Division:	Anti-Red Tape Unit (ARTU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR EXISTING OFFICE / COLLEGE / UNITS				
1. Existing Citizen's Charter/s of the College / Office / Unit		The client will provide		
2. Accomplished Service Request Form <i>TSU-ART-SF-02</i> (1 Original Copy)		Anti-Red Tape Unit or download at https://www.tsu.edu.ph/media/2hrbefex/tsu-art-sf-02-rev01-service-request-form.docx		
B. FOR NEW OFFICE / COLLEGE / UNITS				
1. Accomplished Service Request Form <i>TSU-ART-SF-02</i> (1 Original Copy)		Anti-Red Tape Unit or download at https://www.tsu.edu.ph/media/2hrbefex/tsu-art-sf-02-rev01-service-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an email request to artu@tsu.edu.ph or via MS Teams for Coaching and Mentoring For Face-to-Face Request: Visit the Anti-Red Tape Unit and fill out the Service Request Form. <i>Note: If with existing Citizen's Charter, submit as required.</i>	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and requests to resend the same to the office's email. For Face-to-Face Request: Receives the request including the existing Citizen's Charter, if any and proceed to Agency Action No. 1.3.	None	5 minutes	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
	1.2 For Online Request: Downloads the filled-out service request.	None	5 minutes	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>



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



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

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

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

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

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

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

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

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



Hardware Maintenance Unit

Internal Services



1. Process for Inspection of Condemn ICT Equipment

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

Office or Division:	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished ICT Equipment Inspection Form (1 Original Copy and 1 Duplicate Copy)		Office of Management Information Systems		
2. Property Acknowledgement Receipt (1 Original Copy and 1 Duplicate Copy)		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) to request the technical inspection officer for the inspection of the ICT device.	1. Assesses the ICT device based on the Property Acknowledgement Receipt.	None	4 hours	<i>Inspection Officer</i> Office of Management Information Systems
2. Sign the ICT Equipment Inspection Form.	2. Presents the ICT Equipment Inspection Form to the client to be signed by the accountable personnel.	None	5 minutes	<i>Inspection Officer</i> Office of Management Information Systems
3. Present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU).	3. Coordinates with the Supply & Property Management Unit (SPMU) for validation of the inspection.	None	5 minutes	<i>Inspection Officer</i> Office of Management Information Systems <i>Staff</i> Supply and Property Management Unit



TOTAL:	None	4 Hours & 10 Minutes	
---------------	-------------	-------------------------------------	--



2. Process for Inspection of New ICT Equipment

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

Office or Division:	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Supply and Property Management Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Inspection and Acceptance Report Form (1 Original Copy)		The client will provide		
2. Accomplished Request for Inspection Form (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for inspection of new ICT devices from the inspection officer.	1. Proceeds with the inspection of the equipment.	None	1 hour	<i>Inspection Officer</i> Office of Management Information Systems
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	<i>Inspection Officer</i> Office of Management Information Systems
TOTAL:		None	1 Hour & 10 Minutes	



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

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

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



4. Process for Software Installation

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

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for software installation.	1.1 Proceeds to the client's office and performs the software installation.	None	5 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
	1.2 Downloads necessary installation files and install the software	None	1 hour	<i>Hardware Technician</i> Hardware Maintenance Unit
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
TOTAL:		None	1 Hour & 8 Minutes	



5. Processing of Request for Technical Assistance

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

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



6. Processing of Request to Repair an ICT Equipment

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

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



Network Unit

Internal Services



1. Process for Creation of Domain Accounts

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Create/ Reset Domain User Account Form (1 Duplicate Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	2. Provides Request to Create/Reset User Account Form to client.	None	3 minutes	<i>Staff</i> Network Unit
2. Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	<i>Staff</i> Network Unit
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	<i>Staff</i> Network Unit
TOTAL:		None	11 Minutes	



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

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. VPN Access Form (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/3oknimg1/tsu-mis-sf-65-vpn-access-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire or download VPN Access Form from the office or website.	1. Provides VPN Access Form to the client.	None	3 minutes	<i>Network Technician</i> Network Unit
2. Fill in the necessary details on the form.	2. Helps the client for any clarification regarding the form.	None	2 working days	<i>Network Technician</i> Network Unit
3. Return the form to the office for submission.	3. Receives the form from the client and checks if the form is duly filled-up	None	3 minutes	<i>Network Technician</i> Network Unit
4. Bring the computer machine for the installation of VPN software.	4. Installs the VPN software to the client's machine and provide orientation in using the software.	None	1 hour	<i>Network Technician</i> Network Unit
TOTAL:		None	2 Working Days, 1 Hour & 6 Minutes	



3. Process for Resetting of TSU Systems/Network Accounts

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

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



4. Process for Unblocking of Websites

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

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



5. Process for Wi-Fi Access Registration

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

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



6. Process for Wi-Fi Setup/Deployment

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Wi-fi Setup/Deployment Form (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/qy1atebw/tsu-mis-sf-27-wifi-setup-deployment.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request for Wi-fi Setup / Deployment Form and fill out properly.	1. Provides the Request for Wi-fi Setup / Deployment Form to the client.	None	3 minutes	<i>Network Technician</i> Network Unit
2. Give filled out form to Network Unit Staff. <i>Note: If a request is given less than a week before the event, the client must provide the reason; the request was only given on short notice.</i>	2.1 After processing the form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event. <i>Note: If there is no equipment available the client will be informed of the matter.</i>	None	4 working days	<i>Network Technician</i> Network Unit
	2.2 Once equipment is configured, deploys to the request location and notifies the client once deployed.	None	2 hours	<i>Network Technician</i> Network Unit <i>Hardware Technician</i> Hardware Maintenance Unit
3. Inform Management Information System Staff that the event is finished.	3. Office of Management Information Systems technical staff retrieves the equipment once the event is done.	None	1 hour	<i>Network Technician</i> Network Unit <i>Hardware Technician</i>



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



7. Processing of Request for Cabling of New Network Connection

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

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



Office of Culture, Arts and Languages

External Services



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

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

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



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



Office of Internal Audit Service

Internal Services



1. Processing of Request for Audit Reports

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

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



Office of International Affairs and Linkages

Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

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

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



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

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



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

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

Office or Division:	Office Of International Affairs and Linkages (OIAL)			
Classification:	For Employee Mobility: Complex For Student Mobility: Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	TSU Students, and TSU Offices/Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the University President (1 Original or 1 Photocopy)		Office of the University President		
2. Duly signed Complete Staff Work (CSW) (1 Photocopy)		The client will provide		
3. Budget Proposal and Certificate of Availability of Funds (1 Photocopy)		Budget Office		
4. Invitation Letter, Program, and Other Pertinent Attachments Regarding Travel Abroad (1 Photocopy)		Host University/Institution/Organization		
5. BOR Approval (1 Certified True Copy)		Office of the Board Secretary		
FOR STUDENT MOBILITY:				
1. Notarized Parental Consent with Parent's ID (1 Original or 1 Photocopy)		The client will provide		
2. Notice of Acceptance/Invitation (1 Original or 1 Photocopy)				
3. Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (1 Original or 1 Photocopy)		Office of Student Affairs and Services or downloadable at https://www.tsu.edu.ph/media/4eldqmc2/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity-new.docx		
4. Certificate of Accompaniment (1 Original or 1 Photocopy)		The client will provide		
5. Travel order for Accompanying Faculty (1 Original or 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of International Affairs and Linkages regarding travel abroad. For Student Mobility: Submit requirements for student mobility in Office of International	1.1 Receives, reviews, and evaluates the submitted documents. and advise the client if the documents submitted are insufficient.	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	<i>Staff</i> Office of International Affairs and Linkages
	1.2 Prepares all the documents and forms to be submitted to CHED International Affairs and Services. Then, instructs the	None	10 minutes	<i>Protocol Officer</i> Office of International Affairs and Linkages <i>Staff</i>



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



Office of Management Information Systems

Internal Services



1. Process for Account Creation and Assigning of Privileges

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed System Access and Privilege Request Form <i>TSU-MIS-SF-26</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yjrh3sf5/tsu-mis-sf-26-system-access-and-privilege-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s, return the form and inform the missing detail/s.</i>	None	3 minutes	<i>Software Unit Staff/Clerk</i> Office of Management Information Systems
	1.2 Creates an account and assigns the necessary privileges.	None	7 minutes	<i>Software Unit Staff/Clerk</i> Office of Management Information Systems
2. Receive notification of account creation or privilege assignment.	2. Then notifies the client once the account has been created or privilege has been assigned.	None	2 minutes	<i>Software Unit Staff/Clerk</i> Office of Management Information Systems
TOTAL:		None	12 Minutes	



2. Process for Office 365 Account Assistance

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

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

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



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

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

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

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



4. Process for Tagging/Untagging of Honorarium Classes

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

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

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



5. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

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

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



6. Processing or Request to Transfer Students

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yyac5bma/tsu-mis-sf-38-request-to-transfer-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Processes the transfer of students.	None	3 working days	Clerk Office of Management Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger, or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

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



Office of Planning

Internal Services



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

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

Office or Division:	Office of Planning (OP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices, Units, and Colleges of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Office/Unit/College Planning (1 Original Copy)		The client will provide		
2. Proposed Budget (1 Original Copy)				
3. Program of Activities (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete pre-planning requirements to Office of Planning.	1.1 Receives, reviews, and validates submitted pre-planning requirements. <i>Note: If with incomplete requirements, relay feedback to the concerned office/ unit/ college for completion/ proper action.</i>	None	15 minutes	Staff & Director Office of Planning
	1.2 Endorses complete pre-planning requirements to Planning Director for signature and approval.	None	10 minutes	Staff & Director Office of Planning
	1.3 Records details of the office / unit / college planning activities for monitoring purposes.	None	5 minutes	Staff Office of Planning
2. Receive a notification on the approval of the request.	2. Notifies the requesting Office / Unit / College of the approval of the request.	None	5 minutes	Staff Office of Planning
TOTAL:		None	35 Minutes	



Office of Public Affairs
Internal Services



1. Process for Addressing Client's Concerns via Email

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Concerns/Requests (1 Electronic Copy)		The client will provide		
2. File Attachment, <i>if any</i> (1 Electronic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concerns or requests to the Office of Public Affairs email at <i>heldesk@tsu.edu.ph</i> and <i>opai@tsu.edu.ph</i> <i>Note: Attach file/s, if any.</i>	1.1 Receives and reviews the content of email and attachments, if there are any.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive email acknowledgment and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	8 Minutes	

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



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

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

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



3. Process for Publication of Online News

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

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

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



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

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Electronic Copy of Photos/Videos or Files <i>TSU-PAI-SF-08</i> (1 Original Copy or Electronic Copy)		Office of Public Affairs or Fill out https://forms.office.com/r/UWrrC3jkL2		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos / videos or files through online (email at <i>heldesk@tsu.edu.ph</i> and <i>opai@tsu.edu.ph</i>) or logbook.	1.1 Receives and reviews the form submitted.	None	5 minutes	<i>Technical Staff</i> Office of Public Affairs
	1.2.1 <i>If the Request is Approved:</i> Sends the file/s through email or MS Teams. 1.2.2 <i>If the Request is Disapproved:</i> Informs the requestor via email or MS Teams on the reason/s for the disapproval.	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive notification on the status of posting.	2. Notifies once the posting is finished.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	18 Minutes	



5. Processing of Request for Coverage of University Activities

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form Coverage of Events or Activities <i>TSU-PAI-SF-09</i> (1 Original Copy)		Office of Public Affairs or Fill out https://forms.office.com/r/yx5RtpRTar		
2. Details of Event, Program Flow, <i>if any</i> (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form to Office of Public Affairs and receive affirmation on the request.	1.1 Receives and verifies submitted request form. <i>Note: If form is improperly filled out, return and inform client.</i>	None	3 minutes	<i>Technical Staff and/or Director</i> Office of Public Affairs
	1.2 Plots the request.	None	2 minutes	<i>Technical Staff and/or Director</i> Office of Public Affairs
2. Provide program flow (<i>if any</i>).	2.1 Attends the activity or event.	None	7 working days	<i>Technical Staff and/or Director</i> Office of Public Affairs
	2.2 Uploads the photos/videos to available storage for safekeeping.	None	1 hour	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	7 Working Days, 1 Hour & 5 Minutes	

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



Office of the University Board Secretary

Internal Services



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

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

Office or Division:	Office of the University Board Secretary (OUBS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Units or Offices of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Administrative Council Resolutions: Letter of Request for Administrative Council Resolution (1 Original copy or 1 Certified True Copy or 1 xerox copy)		The client will provide.		
2. For Board Resolutions: Letter of Board Resolution (1 Original copy or 1 Certified True Copy or 1 xerox copy)				
3. For Board Referendum: Letter of Referendum (1 Original copy or 1 Certified True Copy or 1 xerox copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Office of the University Board Secretary.	1. Receives and reviews the request.	None	2 hours	<i>Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary</i>
2. Provide additional information about the administrative council resolution, board resolution or referendum request.	2.1 Conducts short interview to the client regarding the request.	None	4 hours	<i>Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary</i>
	2.2 Prepares the requested resolutions (either Administrative, or Board Resolution, or referendum)	None		
3. Receives the requested administrative council resolution, board	3. Releases the requested administrative council resolution,	None		



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



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

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

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



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



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

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

Office or Division:	Office of the University Board Secretary (OUBS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Heads, Directors, or Officer-In-Charge of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Agendas (1 Original Copy)		The client will provide		
2. Administrative Council Resolution (1 Original Copy)		Office of the University Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Agendas to the Office of the University Board Secretary.	1.1 Pre-assesses the submitted agenda/s.	None	4 working days	<i>Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary</i>
	1.2 Schedules the Administrative Meeting	None	1 working day	<i>Board Secretary Office of the University Board Secretary President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council</i>
	1.3 Discusses the agendas with the Administrative Council	None	1 working day	<i>Board Secretary Office of the University Board Secretary President Office of the University President</i>



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



Office of the University President

Internal Services



1. Dissemination of Incoming Communication from Outside Persons or Agencies

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

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



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

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

Office or Division:	Office of the University President (OUP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices/Colleges of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Triplicate Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter or communication to the Office of the University President.	1.1 Receives letters or communications for approval from the various colleges/offices, of the University for approval of the President.	None	5 minutes	Staff and President, or Officer-in-Charge, or Representative Office of the University President
	1.2 Checks the completeness of letters or communications, and of the documents being submitted. <i>Note: If incomplete requirements or documents, return the submitted documents and inform the lacking.</i>	None	10 minutes	
	1.3 If documents are complete, forwards letters or communications to the President, or Officer-in-Charge for appropriate action.	None	10 minutes	



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



Quality Management Unit

Internal Services



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

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

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled Out and Approved Document Registration, Revision, and Abolition Form TSU-QMU-SF-01 (1 Original Copy)		Quality Management Unit or Download at the TSU Website https://www.tsu.edu.ph/media/lfspaguk/tsu-qmu-sf-01-rev01-document-registration-revision-abolition-form.docx		
2. Duly Signed and Updated Master List of Registered Documents TSU-QMU-SF-04 (1 Original Copy)		Quality Management Unit or Download at the TSU Website https://www.tsu.edu.ph/media/2hldkqtq/tsu-qmu-sf-04-rev01-masterlist-of-registered-documents-1.docx		
3. Controlled Copy of the Master List of Registered Documents TSU-QMU-SF-04 (1 Original Copy)		The client will provide		
4. For Registration and Revision of Documents , Duly Signed and Approved Document Following TSU's Standard Template and Document Nomenclature (1 Original Copy)				
5. For Revision of Documents , <i>Controlled Copy</i> of the Old version or Superseded Version of the Document (1 Original Copy)				
6. For Abolition of Documents <i>Controlled Copy</i> of the Current Version of the Document (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements to the Quality Management Unit (3 rd Floor Mixed-Use Building, Main Campus).	1.1 Reviews and evaluates the submitted documents. <i>Note: If there is/are problem/s, return the submitted</i>	None	1 hour	<i>Document Control Officer</i> Quality Management Unit



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



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



2. Processing of Requests for Documented Information for Various Purposes

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

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>TSU-QMS-SF-10</i> with the following information: (1 Original Copy or Electronic Copy) <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor 		Quality Management Unit or download at https://www.tsu.edu.ph/media/d4qj3fxz/tsu-qms-sf-10-rev01-document-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Document Request Form to the Quality Management Unit. For Online: Submit 1 electronic copy of the Document Request Form to gms@tsu.edu.ph via MS Teams.	1. Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	None	30 minutes	Staff-in-Charge Quality Management Unit



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



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



Software Development Unit

Internal Services



1. Process for Blocking and Unblocking of RFID Cards

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Block/Unblock Logbook (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Block / Unblock Logbook and Fill it out properly.	1. Provides the Request to Block/Unblock Logbook to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled - out logbook to the Software Unit staff.	2.1 Gets the filled-out logbook from the client.	None	3 minutes	<i>Staff</i> Software Development Unit
	2.2 Processes the blocking or unblocking of Radio Frequency Identification (RFID).	None	10 minutes	<i>Staff</i> Software Development Unit
3. Receive notification once the request is done.	3. Notifies the client once done.	None	3 minutes	<i>Staff</i> Software Development Unit
TOTAL:		None	19 Minutes	



2. Process for Creation and Updating of Website/Webpage

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Website / Webpage Update Form <i>TSU-MIS-SF-01</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yubbg2dl/tsu-mis-sf-01-request-website-update-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for website / webpage update form and fill it out properly.	1. Provides the website/webpage update form to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff including all the information to be updated/posted on the website. It can be sent thru email or MS Teams via miso@tsu.edu.ph	2.1 Receives and checks the website / webpage update form and the information to be posted from the client.	None	3 minutes	<i>Staff</i> Software Development Unit
	2.2 Creates or updates the Website / Webpage.	None	7 working days	<i>Staff</i> Software Development Unit
3. Receives notification once the creation or updating is done.	3. Notifies the client once done.	None	3 minutes	<i>Staff</i> Software Development Unit
TOTAL:		None	7 Working Days & 9 Minutes	

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



3. Process for Development of New Systems/Programs

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished System / Program Maintenance and Development Form (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/jdehiaui/tsu-mis-sf-02-system-program-maintenance-and-devt-form.docx		
2. User Evaluation and Feedback Form (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the System/Program Maintenance and Development Form and fill it out properly.	2. Provides the System/Program Maintenance and Development Form to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff.	2.1 Receives and checks the form for approval of the MISO Head. And notifies the client if the request is approved.	None	3 minutes	<i>Staff</i> Software Development Unit
	2.2 Approves or disapproves the request.	None	1 hour	<i>Unit Head</i> Office of Management Information Systems
3. Receive notification on the status of request.	3.1 Notifies client on the status of request.	None	3 minutes	<i>Staff</i> Software Development Unit
	3.2 Performs privacy impact assessment.	None	2 working days	<i>Staff</i> Software Development Unit
	3.3 Proceeds with the system development.	None	180 working days	<i>Staff</i> Software Development Unit
4. Answer the	4. Provides the User	None	1 working day	<i>Staff</i>



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



4. Process for Report Generation

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Data Form <i>TSU-MIS-SF-11</i> (1 Original Copy)		Office of Management Information Systems, Microsoft Forms or download at https://www.tsu.edu.ph/media/1gimolv/tso-mis-sf-11-request-for-data-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for data form or the MS Form link and fill it out properly.	1. Provides the form / MS Form link to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff or submit the MS Form	2. Receives and checks the filled-out form from the client or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit
3. Receives the requested data.	3. Provides the requested data personally if face to face or thru MS teams / email if online transaction.	None	7 working days	<i>Staff</i> Software Development Unit
TOTAL:		None	7 Working Days & 6 Minutes	

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



5. Process for Biometrics Registration

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

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



6. Processing of Request for Technical Assistance

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Technical Assistance Form <i>TSU-MIS-SF-84</i> (1 Original Copy)		Office of Management Information Systems, Microsoft Forms or download at https://www.tsu.edu.ph/media/fi3e21ej/82-request-for-technical-assistance.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Proceed to Office of Management Information Systems and request for data form and properly fill out the required information. For Online: Send request for the Microsoft form link to receive the form and provide the needed information.	1. For Walk-In: Provide copy of the Request for Technical Assistance form to the client. For Online: Send the link of the MS Form to the client.	None	3 minutes	<i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff or submit the MS Form.	2. Receives and checks the filled-out form or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit
3. Receive a notification if there are clarifications with the request and provide more information if needed.	3. Addresses the request of the client. If there are any questions regarding the request, the SDU Personnel will use MS Teams to communicate with the client. And notify the client if there are clarifications with the request.	None	7 working days	<i>Staff</i> Software Development Unit
4. Receive a notification if the request	4. Notifies the client via phone call or MS Teams that the	None	3 minutes	<i>Staff</i>



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

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



**OFFICES UNDER THE OFFICE OF THE VICE
PRESIDENT FOR ACADEMIC AFFAIRS**

List of Internal Services



Economic Enterprise Development Unit

Internal Services



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

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

Office or Division:	Economic Enterprise Development Unit (EEDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form <i>TSU-EED-SF-01</i> (1 Original Copy)		Economic Enterprise Development Unit Office or at Official Facebook Page: https://www.facebook.com/TSUEconomicEnterpriseDevelopmentUnit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Proceed to the Economic Enterprise Development Unit Office to disclose concerns, log in to the Visitor's Logbook, and fill out the Request Form.</p> <p>For Online: Download, fill out, and send the Request Form to the Economic Enterprise Development Official Facebook Page.</p>	<p>1.1 For Walk-In: Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview.</p> <p>For Online: Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link.</p> <p>1.2 Forwards the accomplished Request Form to Section Head for review and evaluation.</p>	None	2 working days	<i>Section Head, Technical Staff</i> Economic Enterprise Development Unit
2. Attend the scheduled interview, receives intervention and/or referral (if applicable), and log in on	2. Interviews, provides necessary intervention, and records the assessment in the findings area of the Request Form.	None	45 minutes	<i>Section Head</i> Economic Enterprise Development Unit



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



Guidance and Counseling Unit

Internal Services



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (1 Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
3. Payment Slip <i>TSU-GAC-SF-28</i> (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to the Main Campus-Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit



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



2. Processing of Request for Counselor's Outside Referral

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Counselor's Referral Form TSU-GAC-SF-42 (1 Original Copy)		Guidance Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance and Counseling Office and receive intervention and decide if to be referred to another therapist or professional practitioner.	1.1 Prepares the Counselor's Referral Form.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Confirms with the client the intent to be referred and explains the process of referral. <i>Note: If the client agrees, the Guidance Counselor or Associate Guidance Counselor will forward and communicate the Counselor's Referral Form to the referring therapist or professional practitioner. If the client does not agree, the counseling session will be terminated</i>	None	45 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	1.3 Accomplishes all necessary documents needed for the referral.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor



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



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

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

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



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



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



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

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

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Enrolled TSU Students Who Belong to the IDIMSS Group
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR INDIGENOUS PEOPLE	
1. Certificate of Tribe Membership (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)	
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide
B. FOR SOLO PARENT	
1. Solo Parent I.D. (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)	
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide
C. FOR PERSON WITH DISABILITY	
1. PWD I.D. (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)	
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide
D. FOR INTERNATIONAL STUDENTS	
1. Student Visa (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student	



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



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

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

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All IDIMSS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IDIMSS Identification Card (1 Original Copy)		Client will provide		
2. Accomplished Student Consultation and Assistance Log <i>TSU-IDI-SF-06</i> (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the IDIMSS Identification Card for verification and fill out the IDIMSS Consultation and Assistance Logbook	1. Verify the presented IDIMSS Identification Card	none	3 minutes	IDIMSS Clerk
2. Submit to International, Differently-Abled, Indigenous and Marginalized Student Services office the Accomplished Student Consultation and Assistance Log	2. Receives the submitted applications and evaluates all the submitted requirements.	none	3 minutes	IDIMSS Clerk
3. Receives notification on the details of the scheduled consultation session	3. Notifies the student on the evaluation result of their consultation request and schedule of their consultation session	none	5 minutes	IDIMSS Clerk
TOTAL:		None	11 Minutes	



Office of Admission and Registration
Internal Services



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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Form for Correction / Rectification of Grades <i>TSU-OAR-SF-25</i> (1 Original Copy or 1 Scanned Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Submit the accomplished form to the College Dean for approval.</p> <p>For Online: Submit the scanned copy of the accomplished document to the College Dean for approval via email.</p> <p><i>Note: For College email addresses, refer to the table below.</i></p>	1. Receives and signs the submitted form.	None	1 hour and 45 minutes	<i>Dean</i> College
2. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen,	2.1 Assesses the payment in the system.	None	30 minutes	<i>Staff-in-Charge</i> or <i>Director</i> Office of Admission and Registration



<p>present signed and approved form to the Admission Unit</p> <p>For Online: Submit the signed form to the Director of Office Admission and Registration via MS Teams.</p> <p>Dr. Theda Flare Quilala tfquilala@tsu.edu.ph</p>				
<p>3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.</p> <p>For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.</p> <p><i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu.edu.ph/announcements/2024-announcement-s/land-bank-payment-via-www-landbank-com-link-bizportal/</i></p>	<p>3. Receives and process the payment.</p>	<p>PHP 100.00</p>	<p>45 minutes</p>	<p><i>Staff</i> Cashiering Unit</p>



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



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

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

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



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

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

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



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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Withdrawal of Enrollment/Registration TSU-OAR-SF-19 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/j0ej335k/n-withdrawal-of-enrollment-and-registration.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the College Dean for approval.	1.1 Receives, verifies, and signs the submitted form.	None	1 hour	Dean College
	1.2 Returns the signed/ approved form to the student and informs the student to proceed to the Office of Admission and Registration for approval of the Director.	None	20 minutes	Dean College
2. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the signed form to seek approval from the Director.	2.1 Checks and evaluates the presented form.	None	1 hour and 45 minutes	College-in-Charge Office of Admission and Registration or Director Office of Admission and Registration
	2.2 Returns the signed/ approved form to the student and informs the student to proceed to the Accounting	None	20 minutes	College-in-Charge Office of Admission and Registration or Director Office of Admission and Registration



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

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

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



4. Processing of Application for Graduation

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student Who Completed Their Course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application for Graduation for Undergraduate <i>TSU-OAR-SF-24</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/vkvb2kwu/g-application-for-graduation-undergraduate.pdf		
2. For Transferees - Form 137-A / Official Transcript of Records with Remarks "Copy for TSU" (1 Original Copy)		Previous School or University		
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) - (2 Original Copies)		The client will provide		
4. Philippine Statistics Authority (PSA) Birth Certificate - (1 Photocopy)				
5. For Female Married Student – Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy)				
6. Documentary Stamps – (2 pcs)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements at the designated College Service window.	1.1 Receives and reviews the evaluation records of the student and submitted requirements.	None	20 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.2 Informs the student the result of his / her application.	None	45 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.3 Sends confirmation of the approved / disapproved application for Graduation.	None	45 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration



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



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

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



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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Who Cannot Enroll During the Semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave of Absence Form - <i>TSU-OAR-SF-27</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5p3hmuzn/j-leave-of-absence-form.pdf		
2. Medical Certificate, If the Reason for Leave of Absence is Health Related (1 Original Copy)		TSU Medical Service Unit, Government Physician		
3. Letter of Intent to Leave (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Go to the College Dean for signing of recommending approval. For Online: Scan and send the accomplished Leave of Absence Form with other pertinent documents to the College Dean, Vice President for Academic Affairs and Director of Office of Admission and Registration. <i>Note: For College email addresses, refer to the table below.</i>	1.1 For Online: Receives, checks, and evaluates the Leave of Absence and required documents.	None	5 hours	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.2 For Online: Issues assessment slip for the Leave of Absence fee.	None	30 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.3 For Walk-In: Signs the Leave of Absence form.	None	1 hour and 45 minutes	<i>Dean</i> College
2. For Walk-In: Go to the Vice President for	2.1 For Online: Accepts the payment for	PHP 150.00	45 minutes	<i>Staff-in-Charge</i> Cashiering Unit



<p>Academic Affairs for approval of the Leave of Absence Form.</p> <p>For Online: Pay for the Leave of Absence fee thru online or onsite (TSU Cashier or Landbank – (www.landbank.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu.ph).</p> <p><i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu.edu.ph/announcements/2024-announcements/land-bank-payment-via-www-landbank-com-link-bizportal/</i></p>	<p>Leave of Absence.</p>			
	<p>2.2 For Online: Receives the scanned Official receipt and approved Leave of Absence form to be recorded in the system.</p>	<p>None</p>	<p>3 hours</p>	<p><i>Staff-in-Charge</i> Office of Admission and Registration</p>
	<p>2.3 For Walk-In: Signs the Leave of Absence form.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Vice President</i> Office of the Vice President for Academic Affairs</p>
<p>3. For Walk-In: Get your ticket number from the kiosk machine, wait to be called</p>	<p>3.1 For Walk-In: Receives, checks, and evaluates the Leave of Absence and</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Staff-in-Charge</i> Office of Admission and Registration</p>



when it's your turn and proceed to Admission unit for assessment of fee.	required documents.			
	3.2 For Walk-In: Informs client to proceed to the Cahier for the payment.	None	20 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
4. For Walk-In: Pay for the Leave of Absence fee at TSU Cashier.	4. For Walk-In: Accepts the payment for Leave of Absence.	PHP 150.00	45 minutes	<i>Staff-in-Charge</i> Cashiering Unit
5. For Walk-In: Go to the Admission Unit	5. For Walk-In: Receives Official Receipt and approved Leave of Absence form to be recorded in the system.	None	45 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
6. Fill out and sign the Logbook	6. Have the client fill out and sign the logbook	None	5 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		PHP 150.00	5 Hours & 25 Minutes	
TOTAL FOR ONLINE TRANSACTION:			9 Hours & 20 Minutes	

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



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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Adding/Changing Form <i>TSU-OAR-SF-22</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/flipsqf2/a-adding-and-changing-of-subjects-form.pdf		
2. Accomplished Dropping Form <i>TSU-OAR-SF-22</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/my5eu2qe/i-dropping-of-subjects-form.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Adding/Changing/Dropping of subject form to the College Dean for the approval.	1.1 Receives, and checks the submitted form, and signs the submitted form.	None	3 hours	<i>Chairperson/Dean</i> College
	1.2 Returns the signed/ approved form to the student and informs the student to proceed to the Office of Admission and Registration.	None	15 minutes	<i>College Clerk</i> Dean College
2. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the Director's Office.	2.1 Checks, evaluates and the signs the Adding/ Charging/ Dropping of subject form.	None	1 hour and 45 minutes	<i>Director</i> Office of Admission and Registration



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



7. Processing of Request for Data

This service allows clients to request their needed student data.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Some TSU Offices and Students Who Are Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Data Form <i>TSU-OAR-SF-31</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/w1zdn04f/p-request-for-data-form.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College Dean, Data Privacy Officer, and Office of Admission and Registration Director for the approval of the request.	1. Signs the Request Data Form.	None	1 hour and 45 minutes	<i>Dean</i> College <i>Officer</i> Data Privacy Office <i>Director</i> Office of Admission and Registration
2. Submit the accomplished and signed Request for Data Form to the Data Processing In-Charge.	2.1 Receives the fully signed request form and processes the requested data.	None	15 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	2.2 Sets an appointment date for the claiming of the request.	None	15 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	2.3 Process the requested data	None	3 working days	<i>Staff-in-Charge</i> Office of Admission and Registration
3. Receive the requested data.	3. Releases the requested data.	None	1 hour and 45 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
4. Fill out and sign the Logbook	4. Have the client fill out and sign the logbook	None	5 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
TOTAL:		None	3 Working Days, 4 Hours & 5 Minutes	



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

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

Office or Division:	Office of Admission and Registration (OAR)	
Classification:	Complex – Request for other Documents Highly Technical – Request for Diploma	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Alumni and Currently Enrolled Students at the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST		
1. Valid identification Card (ID)	The Client will provide	
2. For Undergraduate-unenrolled student , Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf	
3. For Undergraduate-unenrolled student , Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	The client will provide	
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
5. Documentary Stamp/s (1 stamp per page)	The client will provide	
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)		
1. Valid identification Card (ID)	The client will provide	
2. Photocopy and 1 Original Copy of Transcript of Records and Diploma, present the Original Copy	The client will provide	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
C. DUPLICATE OF DIPLOMA		
1. Valid identification Card (ID)	The client will provide	
2. For Missing/ Loss of Diploma , Affidavit of Loss	Notary public, a lawyer, or a government office that deals with legal documents	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
D. CERTIFICATION/S		
1. Valid identification Card (ID)	The client will provide	



2. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)	The client will provide			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
E. TRANSFER CREDENTIAL				
1. Valid identification Card (ID)	The client will provide			
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended			
3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
F. FORM 137- A				
1. Valid identification Card (ID)	The client will provide			
2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
3. Documentary Stamp/s (1 stamp per page)	The client will provide			
G. IF THE REQUESTOR IS NOT PRESENT				
1. Authorization letter (1 Original Copy)	The client will provide			
2. Requestor's valid ID (1 Photocopy)				
3. Representative's valid ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Online Processing of Request for Various Academic Documents - Tarlac State University	1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	45 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	1.2 Endorses it to the Staff-in-Charge of the	None	45 minutes	



Form (Microsoft Forms) https://forms.office.com/r/gPazndi3dB	Request Section.			
	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	<i>Staff-in-Charge Request Section</i> Office of Admission and Registration
2. Receive the list of necessary requirements and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	<i>Staff-in-Charge Online Request</i> Office of Admission and Registration
3. Pay the required fees thru online (www.landbank.com) and Send the Proof of payment at oar@tsu.edu.ph <i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at <a 478="" 518="" 957="" 973"="" data-label="Page-Footer" href="https://www.tsu.edu.ph/announcements/2024-announcements/land-bank-payment-via-www-landbank-</i></td> <td>3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/ Registrar.</td> <td>None</td> <td>45 minutes</td> <td><i>Staff-in-Charge Online Request</i>
Office of Admission and Registration</td> </tr> <tr> <td>3.2 Ask the staff-in-charge in the request section about the release date of the requested documents.</td> <td>None</td> <td>30 minutes</td> <td><i>Staff-in-Charge Online Request</i>
Office of Admission and Registration</td> </tr> <tr> <td>3.3 Fills out the logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.</td> <td>None</td> <td>5 minutes</td> <td><i>Staff-in-Charge Request Section</i>
Office of Admission and Registration</td> </tr> </table> </div> <div data-bbox="> <p>339</p> </i>				



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



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

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

Note:

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

Only those with complete requirements will be entertained.



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

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

Office or Division:	Office of Admission and Registration (OAR)	
Classification:	Complex – Request for other Documents Highly Technical – Request for Diploma & Students not in the System	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Alumni and Currently Enrolled Students at the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST		
1. Valid identification Card (ID)	The Client will provide	
2. For Undergraduate-unenrolled student , Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf	
3. For Undergraduate-unenrolled student , Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	The client will provide	
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
5. Documentary Stamp/s (1 stamp per page)	The client will provide	
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)		
1. Valid identification Card (ID)	The client will provide	
2. Photocopy and 1 Original Copy of Transcript of Records and Diploma, present the Original Copy	The client will provide	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
C. DUPLICATE OF DIPLOMA		
1. Valid identification Card (ID)	The client will provide	
2. For Missing/ Loss of Diploma , Affidavit of Loss	Notary public, a lawyer, or a government office that deals with legal documents	
3. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
4. Documentary Stamp/s (1 stamp per page)	The client will provide	
D. CERTIFICATION/S		
1. Valid identification Card (ID)	The client will provide	



2. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf			
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)	The client will provide			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
E. TRANSFER CREDENTIAL				
1. Valid identification Card (ID)	The Client will provide			
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended			
3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5c1lemm2/l-student-clearance-form.pdf			
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
5. Documentary Stamp/s (1 stamp per page)	The client will provide			
F. FORM 137- A				
1. Valid identification Card (ID)	The client will provide			
2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf			
3. Documentary Stamp/s (1 stamp per page)	The client will provide			
G. IF THE REQUESTOR IS NOT PRESENT				
1. Authorization letter (1 Original Copy)	The client will provide			
2. Requestor's valid ID (1 Photocopy)				
3. Representative's valid ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Admission and Registration and get a ticket number from	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in-Charge Request Section Office of Admission and Registration



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



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



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

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

Note:

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



Office of Library Management and Services

Internal Services



1. Process of Inquiring for Available Learning Resources

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

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



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

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



2. Process of Renewing Borrowed Library Resources

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

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



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



3. Process of Returning Library Resources

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

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 If overdue: Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 day	<i>Head and Staff</i> Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Returns the book to the shelf.	None	2 minutes	<i>Staff</i> Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	10 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	1 day and 10 Minutes	
Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11, 2019. Resolution no. 88, s. 2019				



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

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

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

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



TOTAL:	None	2 Working Days & 10 Minutes	
---------------	-------------	--	--



5. Processing of Request for Referral Service

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

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. Accomplished Library Referral Letter Request Form <i>TSU-OLMS-SF-02</i> (1 Original)		Office of Library Management and Services or download at SF-02-Library-Referral-Letter-Request-Form-2024.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Conducts Interview before issuing the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
2. Fills out the Referral Letter Request Form	2. Encodes information into the Referral Letter template, and print.	None	35 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Proceed to the College Dean's office to secure signature.	3. Affixes signature on the Referral Letter Request Form.	None	1 working day	<i>Dean</i> College
4. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	4. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	<i>Head or Staff</i> Office of Library Management and Services
4. Receive the referral letter and log on the Referral Issuance Log	4. Issues the Referral Letter to the client.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services



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

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



6. Processing of Request to Borrow Library Resources

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

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



7. Processing of Request to Use Computer & Internet Access

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

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



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

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

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

Office or Division:	Office of Library Management Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or b. Send an email to the official TSU library	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	<i>Head and Staff</i> Office of Library Management and Services



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

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



Office of Student Affairs and Service

Internal Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same Resolution No. 62, s. 2015 (1 Duplicate Copy)		The client will provide		
2. Invitation Letter/ Endorsement Letter (1 Original Copy)				
3. Certificate or Certifications Supporting Claims (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements at the Office of Student Affairs and Services.	1.1 Receives, verifies submitted document/s. <i>Note: If submitted documents are lacking, inform the client.</i>	None	3 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.2 Verifies / assesses submitted documents.	None	5 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	<i>Staff-in-Charge</i> Office of Student Affairs and Services
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	<i>Staff-in-Charge</i> Cashiering Unit
TOTAL:		None	1 Working Day, 1 Hour & 8 Minutes	



2. Processing of Student or Personnel Insurance Claims

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

Office or Division:	Office of Student Affairs and Services (OSAS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies
Who may avail:	TSU Students and Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR HOSPITALIZATION & ACCIDENT CLAIM	
1. Hospital Statement of Account (1 Original Copy)	The client will provide
2. Itemized Charge Slip Expenses (1 Original Copy)	
3. Original Official Receipt/s and Prescription of Medicine/s (1 Original Copy)	
4. Detailed Accident/Incident Report (1 Original Copy)	
5. Medical/Hospital Certificate Including the Following Test Results: a. X-Ray Result b. CT Scan Result c. Ultrasound and d. Other Related Examination (1 Original Copy)	
6. Police Investigation Report (1 Original Copy)	
7. Driver's License and LTO OR (1 Certified True Copy)	
8. Accomplished Notice of Incident: Hospitalization Accident (1 Original Copy)	Office Of Student Affairs and Service Director's Office
9. Accomplished Claim Form (1 Original Copy)	
B. FOR DEATH CLAIM	
1. Philippine Statistics Authority (PSA) Birth Certificate (1 Certified True Copy)	The client will provide
2. Duly Authenticated Death Certificate by the Civil Registrar's Office with Registry No. and Burial Permit No. (1 Original Copy)	
3. If Single , Marriage Contract of Parents (1 Certified True Copy)	
4. If Married , Marriage Contract (1 Certified True Copy)	
5. Funeral Expenses Receipt/s (1 Original Copy)	
6. Statement of Witness (1 Original Copy)	
7. Accomplished Notice of Incident: Death (1 Original Copy)	Office Of Student Affairs and Service Director's Office
8. Accomplished Claim Form (1 Original Copy)	



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



Office of the Vice President for Academic Affairs

Internal Services



1. Processing of Inter-Office Communication and Transactions

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

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	TSU Employees & Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Travel Order for Students on Local Off-Campus Activities	
1. Letter of Invitation (1 Original Copy)	Office of the College Dean
2. Endorsement (1 Original Copy)	
3. Letter of Request to Attend and Participate in the Activity (1 Original Copy)	
4. Photocopy of Student's ID (1 Original Copy)	The client will provide
5. Certificate of Registration (1 Original Copy)	
6. Medical Clearance (1 Original Copy)	University Medical Clinic
7. Duly Notarized Signed Consent Form by Parent / Guardian (1 Original Copy)	Office of Student Affairs and Services
8. Itinerary of the Trip / Activity with Minutes of the Meeting of the Organization (1 Original Copy)	Secretariat of the Student Organization / Student Organization Adviser
9. If Financial Collection is Required , Breakdown of Budget or Expenses (1 Original Copy)	
10. Minutes of Meeting with Parents or Guardians (1 Original Copy) (if applicable)	Secretariat of the Student Organization / Student Organization Adviser / Office of the College Dean
11. Transportation for the Activity	TSU Motor pool
12. If No TSU Vehicle is Available , – Insurance of the vehicle – Certification in good condition of the vehicle – Certification that the driver has acceptable driving record) (1 Original Copy)	Transportation Provider
13. For Supervising Faculty or Personnel-in-Charge, if the Faculty - Student Ratio is 1:30 , Accomplished Faculty Loading and Make-up form (1 Original Copy)	Office of the College Dean
B. Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR) – (Faculty Personnel)	
1. For Faculty Member –	The client will provide



Individual Performance Commitment and Review (IPCR) with the supporting Document (1 Original Copy)				
2. For College Dean and Department Chairperson – Department Performance Commitment and Review (DPCR) with supporting Document (1 Original Copy)	Department Chairpersons / College Deans			
C. Payroll / Voucher / Request to Render Overtime/ Request for Funding				
1. Letter to Request to Render Overtime, <i>if any</i> (1 Original Copy)	The client will provide			
2. Accomplished Authority to Render Overtime Services TSU-ASU-SF-02 - (1 Original Copy)	Office of the Vice President for Academic Affairs or download at https://www.tsu.edu.ph/media/1mikgujh/tsu-asu-sf-02-authority-to-render-overtime.docx			
3. Approved Request Letter (1 Original Copy)	Office of the College Dean / Unit Director			
4. Approved Special Order and Daily Time Record (1 Original Copy)				
D. Special Order for Lecturers, Part-timers, and Tenured Faculty with Honorarium Classes				
1. Faculty Loading with Specified Number of Students (1 Original Copy)	Office of the College Dean / Department Chairperson			
E. Travel Order for Teaching Personnel				
1. Invitation Letter (1 Original Copy)	The client will provide			
2. Endorsement Letter (1 Original Copy)	Office of the College Dean			
3. Faculty Loading (1 Original Copy)	Respective College			
4. For weekday official travel/business , Signed make-up class form (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Office of the Vice President for Academic Affairs.	1.1 Receives and reviews the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	10 minutes	Clerk Office of the Vice President for Academic Affairs
	1.2 Evaluates and acts on the document.	None.	1 hour	Vice President Office of the Vice President for Academic Affairs
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office	None	5 minutes	Clerk Office of the Vice President for Academic Affairs



	of the next signatory.			
TOTAL:		None	1 Hour & 15 Minutes	



Office of TSU National Service Training Program

Internal Services



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

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

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



Research, Accreditation and Records Unit

Internal Services



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

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

Office or Division:	Research, Accreditation and Records Unit (RARU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Colleges and Units of the University, Accreditation Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>DRF TSU-RAR-SF-01</i> (1 Original Copy)		Research, Accreditation and Records Unit or download at https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit.</p> <p>For Online: Send an electronic copy of the Document Request Form via e-mail thru sas.rarunit@gmail.com.</p>	<p>1.1.1 For Walk-In: Receives the DRF from the client through e-mail and a printed copy if walk-in.</p> <p>1.1.2 Records the document in the Incoming Documents Monitoring Logbook.</p> <p>1.2.1 For Online: Receives and downloads the Document Request Form and acknowledges the receipt of email.</p> <p>1.2.2 Prints the Document Request Form as proof of service transaction.</p>	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit



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



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:	None	6 Working Days, 5 Hours & 18 Minutes	
---	-------------	---	--

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



Scholarship and Financial Assistance Unit

Internal Services



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

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

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



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



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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form <i>TSU-SFA-SF-01</i> (1 Original Copy)		From the Scholarship and Financial Assistance Unit Office, Scholarship Online Application System (SOAS)		
2. For New Applicant - Certification of Barangay Indigency (1 Original Copy)		The client will provide		
3. Certification of Registration (COR) (1 Original Copy)				
4. Report of Grades (ROG) (1 Original Copy)		The client will provide		
5. For Person with Disability (PWD) - Medical Certification (1 Original Copy)		TSU Medical Unit		
6. For Person with Disability (PWD) - PWD ID (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit. For Online: Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and fill out the application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	None	5 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit
	For Online: Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and views list of applicant/s.	None	2 minutes	SOAS <i>Administrator</i> Scholarship and Financial Assistance Unit
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and		5 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit



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



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

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



Sports and Development Unit

Internal Services



1. Processing of Request for Hosting a Sports Event

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

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



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



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



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

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

Office or Division:	Sports and Development Unit (SDU)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	TSU Student Athletes and Other State Universities and Colleges	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide	
2. Certificate of Registration (1 Certified True Copy)		
3. Parental Consent (Notarized) (1 Original Copy)		
4. Vaccination Card (1 Original Copy)		
5. Parents ID with Signature (1 Original Copy 1 Photocopy)		
6. Report of Grades (1 Certified True Copy)		
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)		
8. Medical Certificate (1 Original Copy)	TSU Medical Unit	
9. Eligibility Form (1 Original Copy)	TSU or Host School	
FOR INTERNATIONAL AFFAIRS AND LINKAGES OFFICE (IALO)		
1. CHED-IAS Form No. 15 Annex B (1 Original Copy)	Sports and Development Unit	
2. Endorsement Letter from the President (1 Original Copy)		
3. Approved Pursue Letter (1 Original Copy)		
4. Notice of Acceptance, if applicable (1 Original Copy)		
5. Invitation Letter, if applicable (1 Original Copy)		
6. Background of the Event and Organizers (attach website links, if applicable) (1 Original Copy)		
7. Certification of approved Budget Signed by Budget Officer and Accounting Office Director (1 Original Copy)		
8. Breakdown of Expenses (Specify expenses per participant and source of funding) (1 Original Copy)		
9. Official List of Participants (1 Original Copy)		
10. Approved Complete Staff Work (CSW) - (1 Original Copy)		



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



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



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	TSU Student Athletes and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 1 Photocopy)				
6. Report of Grades (1 Certified True Copy)				
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)				
8. Medical Certificate (1 Original Copy)		TSU Medical Unit		
9. Eligibility Form (1 Original Copy)		TSU or Host School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification about the upcoming sports event.	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University receives, evaluates, and selects qualified players. If there are selected players, proceed to training.</i>	None	2 hours	<i>Sports Director</i> Sports and Development Unit



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



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Notarized Parental Consent (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 1 Photocopy)				
6. Report of Grades (1 Certified True Copy)				
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)				
8. Medical Certificate (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1 Original Copy)	TSU or Host School			
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutional Contribution	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	<i>Staff-in-Charge</i> Sports and Development Unit
	1.3 Conducts meeting	None	2 hours	<i>Staff-in-Charge</i>



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



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



Student Development Services Unit

Internal Services



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

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

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



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

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



Student Discipline Unit

Internal Services



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form <i>TSU-SDU-SF-01</i> (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response <i>TSU-SDU-SF-03</i> (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	2 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit



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

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

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



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	2 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit



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



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

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



3. Filing of Complaints and Investigation Against TSU Employee

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City) Note: Use only the forms provided by Student Discipline Unit. Include any documented evidence if there is any*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) *	None	1 hours & 30 minutes	<i>Assistant Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
2. Wait for the notice coming from the Student Discipline Unit regarding the progress of the case or for the schedule of hearing to be given by the Grievance Board	2. Student Discipline Unit will forward the complaint to Office of The Vice President for Academic Affairs if the defendant is faculty or to Office of The	None	5 working days	<i>Vice President</i> Office of The Vice President for Academic Affairs or <i>Vice President</i> Office of The Vice President



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

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



4. Procedure for Appeal

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal (1 Original or Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form to be submitted at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	1. Forward the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	<i>Technical Staff</i> Student Discipline Unit
	1.1 Student Discipline Unit's decision is appealable to the Director of Office of Student Affairs and Service within 10 days from notice.			<i>Technical Staff</i> Student Discipline Unit
	1.2 Office of Student Affairs and Service's decision is appealable to the Office of The Vice President for Academic Affairs within 10 days from notice.			<i>Technical Staff</i> Office of Student Affairs and Services
	1.3 Office of The Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			<i>Staff</i> Office of the Vice President for Academic Affairs



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



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

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

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



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



Student Organizations Unit

Internal Services



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

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

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Organization's Constitution and Bylaws (1 Photocopy)		The client will provide		
2. Student Organization's Official Logo (1 Photocopy)				
3. Accomplished Application Form for Student Organizations <i>TSU-SOU-SF-01</i> (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/axxfqwfb/tsu-sou-sf-01-application-form.docx or Email studentorg@tsu.edu.ph		
4. Accomplished and Duly Signed Statement of Involvement/ Commitment/ Acceptance of the President of Student Organization and Adviser <i>TSU-SOU-SF-02</i> (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/3bbdmd10/tsu-sou-sf-02-statement-of-commitment-acceptance-or-involvement.docx or Email studentorg@tsu.edu.ph		
5. Accomplished Information Sheet of Student Organization Officers <i>TSU-SOU-SF-03</i> (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/15lplibn/tsu-sou-sf-03-information-sheet-of-officers.docx or Email studentorg@tsu.edu.ph		
6. Accomplished Directory of Members <i>TSU-SOU-SF-12</i> (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/0qpm1oc/tsu-sou-sf-12-directory-of-members.docx		
7. Accomplished and Duly Signed General Plan of Action and Budget for Student Organizations <i>TSU-SOU-SF-14</i> (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/gaifaodd/tsu-sou-sf-14-gpoa-and-budget-for-student-organizations-1.xlsx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda Campus).	1.1 Receives the accomplished forms and other requirements.	None	3 minutes	Staff Student Organizations Unit
	1.2 Reviews the submitted accomplished forms and other requirements as to completeness. <i>Note: If incomplete requirements, students'</i>	None	8 working days	Staff Student Organizations Unit



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



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

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

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

Office or Division:	Student Organizations Unit (SOU)
Classification:	Simple – Online and On-campus Activities Simple - Off-campus Activities
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Student Organization Leaders of the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR ONLINE ACTIVITY:	
1. Accomplished Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copy)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph
2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), if applicable (1 Original Copy)	The client will provide
B. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY:	
1. Accomplished Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copy)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph
C. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY (For Overnight and Sunday):	
1. Accomplished Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copies)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph
2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), <i>if applicable</i> (1 Original Copy)	The client will provide
3. All participants' Student ID (1 Photocopy)	
4. All participants' Certificate of Registration (1 Photocopy)	
5. Medical Clearance (for Highly Physical Activity) (1 Original Copy)	
6. Duly Signed Parental Consent (1 Original Copy)	
7. Parent / Guardian ID with Three (3) Specimen Signatures (1 Photocopy)	Student Organizations Unit
	The client will provide



8. Certification of Faculty/Personnel that will Accompany the Students (1 Original Copy)				
D. FOR OFF-CAMPUS ACTIVITY:				
1. Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copy)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph			
2. Letter of Invitation from Outside Organization / Group, if any (1 Photocopy)	The client will provide			
3. All participants' Student ID (1 Photocopy)				
4. All participants' Certificate of Registration (1 Photocopy Copy)				
5. Medical Clearance (If outside the province of Tarlac) (1 Original Copy)				
6. Signed and Notarized Parental Consent (1 Original Copy)	Student Organizations Unit			
7. Photocopy of Parent / Guardian ID with Three Signatures (1 Photocopy Copy)	The client will provide			
8. Certification of Faculty/Personnel Who will Accompany the Students (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda Campus).	1.1 Receives the accomplished forms and other requirements	None	3 minutes	Staff Student Organizations Unit
	1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. <i>Note: If incomplete requirements, student organizations will be given one (1) working days to comply</i>	None	2 hours	Staff Student Organizations Unit
	1.3 Upon the evaluation of complete requirements,	None	1 hour	Head Student Organizations Unit



	the Head of Student Organizations Unit Signs the request.			
	1.4 Inform the requesting student organization that their request is approved and ready for pick up or for revision (via Group Chat or MS Team)	None	3 minutes	Staff Student Organizations Unit
	1.5 For Off-Campus Activities: Upon approval of the request, Inform the requesting student organization that their request is approved and ready for pick up or for revision.	None	1 working day	Staff Student Organizations Unit
	1.6 For Off-Campus Activities: Reviews and signs the request for final approval. <i>Note: If not approved a written notice shall be forwarded to the student organization including the corrective action to be taken.</i>	None	1 working day	Staff Student Organizations Unit
2. Acknowledge the receipt of the scanned copy of the approved letter via email.	2. Return a copy of the letter to the requesting student organization.	None	1 hour	Staff Student Organizations Unit
TOTAL FOR ONLINE AND ON-CAMPUS ACTIVITIES:		None	4 Hours & 6 Minutes	
TOTAL FOR OFF-CAMPUS ACTIVITIES:		None	2 Working Days, 4 Hours & 6 Minutes	



Student Publication Unit

Internal Services



1. Procedure for the Approval of Activities of Student Publication and College Publications

This service allows Student Publication/ College Publications to request for the approval of the activities that are included in the approved Project Procurement Management Plan.

Office or Division:	Student Publication Unit – Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Resolution by the Editor-in-Chief and Adviser (3 Original Copies)		The client will provide		
2. Accomplished Request Letter on the Conduct of Student Activity <i>TSU-SPU-SF-12 (3 Original Copies)</i>		Student Publication Unit or Download at the TSU Website https://www.tsu.edu.ph/media/bq1htgrp/tsu-spu-sf-12-request-letter-on-the-conduct-of-student-activity.docx		
3. Accomplished and Duly Signed General Plan of Action (GPOA) and Budget for Student Publications <i>TSU-SPU-SF-08 (3 Original Copies)</i>		Student Publication Unit or Download at the TSU Website https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements and documents at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	1.1 Receives and checks the submitted requirements. <i>Note: If submitted requirements are incomplete, return and inform the lacking.</i>	None	5 minutes	<i>Staff-in-Charge</i> Student Publication Unit
	1.2 Signs the received and checked requirements.	None	2 working days	<i>Head</i> Student Publication Unit
2. Proceed to Student Publication Unit to receive the of signed/ approved request.	2. Notifies the client to receive the signed/ approved request through MS Teams/ Messenger.	None.	5 minutes	<i>Staff-in-Charge</i> Student Publication Unit
TOTAL:		None	2 Working Days & 10 Minutes	



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

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

Office or Division:	Student Publication Unit – Student Affairs Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplishment Report for Activities and Published Issues <i>TSU-SPU-SF-16 (3 Original Copies)</i>		Download at the TSU Website https://www.tsu.edu.ph/media/s0zptpzm/tsu-spu-sf-16-accomplishment-report-for-activities-and-published-issues.docx		
2. Accomplished Liquidation Report <i>TSU-SPU-SF-21 (3 Original Copies)</i>		Download at the TSU Website https://www.tsu.edu.ph/media/la5fwzrj/tsu-spu-sf-22-liquidation-report-1.docx		
3. Accomplished General Plan of Action (GPOA) and Budget for Student Publications <i>TSU-SPU-SF-08 (3 Original Copies)</i>		Download at the TSU Website https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx		
4. Certificate of Liquidation <i>(3 Original Copies)</i>		Office of Student Affairs and Service (<i>In-Charge for the Fund of Student Publications Unit</i>)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the schedule of reading of General Plan of Action and Budget for Student Publications and submit all requirements at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	1. Sets a schedule for the reading of general plan of action and budget of the student and college publications.	None	30 minutes	<i>Staff</i> Student Publication Unit
2. Attend the budget reading. *Note: The output from the first step shall be the input for the next step.	2. Checks, reviews, and gives possible input to improve proposed General Plan of Action and Budget for	None	2 working days	<i>Staff</i> Student Publication Unit <i>Staff</i> Office of the Student Affairs and Services



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



3. Process of Printing and Circulation of the Student and College Publication Issues

This service allows the clients to print and disseminate their newspaper/magazine or folio within the campus.

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



3. Submit Request Letter to Publish the Issue and required attachments for the printing or circulation of the newspaper or magazine or folio to the Student Publication Unit.	3. Receives, checks, and compiles the submitted documents.	None	30 Minutes	Staff Student Publication Unit
4. Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing.	4. Produces hard copies of the newspaper or magazine or folio.	None	3 working days	Printing Company
5. Submit a printed copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	5. Inspects and assesses the printed copies of newspaper or magazine or folio.	None	1 working day	Staff Student Publication Unit
6. Disseminate inspected printed copies within the campus including offices and other strategic areas.	6. Monitors circulation of newspaper or magazine or folio.	None	7 working days	Staff Student Publication Unit
TOTAL:		None	13 Working Days & 1 Hour	

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



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

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

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

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



	the accomplishment reports.			
TOTAL:		None	24 Minutes	



**OFFICES UNDER THE OFFICE OF THE VICE
PRESIDENT FOR ADMINISTRATION**

List of Internal Services



Accounting Unit

Internal Services



1. Processing for Assessment of Fees for Other Payors

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Seminar/Training Fees (Research) (1 Duplicate Copy)		The client will provide		
2. Sale of Bidding Documents/Others Pre-Assessment Slip/ Information (1 Duplicate Copy)				
3. Transfer of funds Disbursement Voucher (1 Duplicate Copy)				
4. Assessment of consultation fees (Research) TSU-URO-SF-72 (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	<i>Staff</i> Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	<i>Staff</i> Accounting Unit
TOTAL:		None	5 Minutes	



2. Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance

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

Office or Division:	Accounting Unit (AU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REFUND OF TUITION AND OTHER FEES:				
1. Official Receipt (1 Original Copy)	The client will provide			
2. Certificate of Registration (1 Original Copy)				
3. Accomplished Dropping Form (1 Original Copy)				
4. Official Receipt of Revision Fee (1 Original Copy)				
5. Client's Contact Details / Number				
B. FOR REFUND OF OVERPAYMENT AND OTHER CREDIT				
1. Official Receipt (1 Duplicate Copy)	The client will provide			
2. Certificate of Registration (1 Duplicate Copy)				
3. Document / Letter as Proof of Dissolved Subject/s (1 Duplicate Copy)				
4. Client's Contact Details/ Number				
C. FOR REFUND OF BREAKAGE DEPOSIT				
1. Student ID (1 Original Copy)	The client will provide			
2. Client's Contact Details/ Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an e-mail at acctg@tsu.edu.ph regarding the request and attach complete requirements.	1.1.1 For Online Request: Receives the email/ request, open Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund, and prints the complete requirements received from the client.	None	1 working day	<i>Staff</i> Accounting Unit



For Walk-in application: Present the complete requirements to the Accounting Office.	1.1.2 For Walk-in: Receives submitted requirements and opens Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund.	None	1 working day	<i>Staff</i> Accounting Unit
	1.2 Prepares Obligation Request Status and Disbursement Voucher/ Payroll and attaches complete requirements to be signed by the Accounting Unit Head.	None	3 working days	<i>Staff</i> Accounting Unit
	1.3 Forwards the prepared documents to Budget and Management Unit.	None	1 working day	<i>Staff</i> Accounting Unit
TOTAL:		None	6 Working Days	

* **FOR ONLINE REQUEST**, all requirements shall be in **PDF or JPEG** Format

* **REFUND** is applicable when dropping the entire course **within the first month** after enrolment. 1st week – 80% Refund; 2nd to 4th week – 50% Refund



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR ONLINE REQUEST				
None		None		
B. FOR WALK-IN:				
1. Printed Pre-Assessment / Pre-Registration Form or TSU Identification Card (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an E-mail at acctg@tsu.edu.ph with the following details: Name of Student: Student Number: Course: E-mail Address: State the purpose whether to verify account balance or request for re-assessment / adjustment of fees' schedule of payment.	1.1.1 For Online Request: Checks e-mail from time to time and receive the request.	None	1 working day	<i>Staff</i> Accounting Unit
	1.1.2 For Walk-In: Receives submitted requirements and opens Student Account in the TSU Enrolment System.	None	1 minute	<i>Staff</i> Accounting Unit



For Walk-In application: Present the Pre-Assessment / Pre-registration form or ID to the Accounting Office.	1.2.1 For Online Request: Opens Student Account in TSU Enrolment System, checks account balance and reviews for possible reassessment/ adjustment of fees as requested in accordance with the University Policy.	None	5 minutes	<i>Staff</i> Accounting Unit
	1.2.2 For Walk-In: Checks account balance and reviews for possible reassessment/ adjustment of fees in accordance with the University policy.	None	3 minutes	<i>Staff</i> Accounting Unit
2. For Online Request: Check e-mail for response to request / verification. For Walk-In: Receive response to request.	2.1 For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	<i>Staff</i> Accounting Unit
	2.2 For Walk-In: Responds to students' request.	None	1 minute	
TOTAL FOR ONLINE:		None	1 Working Day & 10 Minutes	
TOTAL FOR WALK-IN:			5 Minutes	



Cashiering Unit

Internal Services



1. Process for Claiming of Checks

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

Office or Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. <i>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</i>	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
TOTAL:		None	20 Minutes	



2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)

This service allows the students with cash benefits from scholarships, assistant wages, refunds, and allowances to claim their cash in the Cashiering Office by Over-the-Counter processing.

Office or Division:	Cashiering Unit – Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative (1 Original Copy)				
3. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	1. Checks the completeness of requirements.	None	3 minutes	<i>Collecting Staff</i> Cashiering Unit
2. Sign on the payroll.	2. Requires the student to sign the payroll.	None	2 minutes	<i>Collecting Staff</i> Cashiering Unit
3. Receive cash.	3. Releases cash benefits to the student or representative.	None	2 minutes	<i>Collecting Staff</i> Cashiering Unit
TOTAL:		None	7 Minutes	



3. Processing of Cash Payment for Outstanding Balances

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

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



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

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

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

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



Civil Security Unit

Internal Services



1. Processing of Action for Complaints

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

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



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



2. Processing of Request for CCTV Footage Review

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

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



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



Contract Management Unit

Internal Services



1. Processing of Service Request

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

Office or Division:	Contract Management Unit (CMU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Employees, Units, Offices, Colleges, and Students who are enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request (1 original copy) with the following information: <ul style="list-style-type: none"> Name of the Requestor Office/Unit/College Date Filed Type of Request Purpose of the Request Signature of the Head of the Requestor's Office/Unit/College 		Office of Facilities Development and Management		
2. Accomplished Claim Stub (1 original copy) with the following information: <ul style="list-style-type: none"> Name of the Requestor Office/Unit/College Date Filed 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and Management – Contract Management Unit.	1.1 Receive and log the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	None	10 minutes	<i>Staff</i> Contract Management Unit
	1.2 Check and validate whether the request is to be approved or disapproved. If approved: Forward the Service Request to the Personnel-in-Charge/ CMU Staff. If disapproved: State reason of disapproval and return the Service	None	30 minutes	<i>Head</i> Contract Management Unit



	Request to the client.			
2. Receive and fill-out the Claim Stub with the following information: <ul style="list-style-type: none"> Name of the Requestor Office/Unit/College Date Filed 	2.1 Issue the Claim Stub with control number and claiming date of request.	None	10 minutes	<i>Staff Contract Management Unit</i>
	2.2 Prepare the requested documents needed by the requestor.	None	2 working days	<i>Staff Contract Management Unit</i>
3. Receive a notification/ message regarding the availability of the requested document.	3. Inform the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	<i>Staff Contract Management Unit</i>
4. Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.	4. Receive and sign the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	<i>Staff Contract Management Unit</i>
TOTAL:		None	2 Working Days, 1 Hour and 30 Minutes	



Dental Unit
Internal Services



1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

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



Employee Welfare Unit

Internal Services



1. Printing of Daily Time Record (DTR) for Overtime/Extended Services

The service allows TSU employees to request and receive a printed Daily Time Record (DTR) for their overtime or extended services.

Office or Division:		Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM - EWU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Any Active TSU Employees Rendering Overtime or Extended Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Overtime/Extended Services Form (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Overtime / Extended Services Form at the Office of Human Resource Development and Management.	1.1 Receives and files the submitted document <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	<i>Staff-in-Charge</i> Employee Welfare Unit
	1.2 Plots the overtime or extended services schedule as reflected on the submitted form	None	10 minutes	<i>Staff-in-Charge</i> Employee Welfare Unit
2. Receive the printed the Daily Time Record (DTR)	2. Prints and issues the plotted Daily Time Record (DTR) schedule.	None	5 minutes	<i>Staff-in-Charge</i> Employee Welfare Unit
TOTAL:		None	20 Minutes	



2. Process for Requesting and Issuance of Authority to Travel Abroad

This process is for the issuance of the Authority to Travel Abroad for employees on official business or on leave of absence.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Any Active TSU Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR PERSONAL TRAVEL		
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29 .	Office of Human Resource Development and Management Office (OHRDM)	
2. Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details: <ul style="list-style-type: none"> - Travel Dates - Destination - Purpose of Travel (2 Original Copies)	The client will provide.	
3. Approved Application for Leave of Absence <i>CS Form 6</i> (1 Photocopy)		
4. Approved Make-Up Class Form <i>TSU-VPA-SF-15</i> , if applicable (1 Photocopy)		
5. Approved Clearance Form <i>CS Form 7</i> , if applicable (1 Photocopy)		
B. FOR OFFICIAL BUSINESS TRAVEL		
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29 .	Office of Human Resource Development and Management Office (OHRDM)	
2. Approved Travel Order Form <i>TSU-ASU-SF-23</i> (1 Photocopy)	The client will provide	
3. Approved Request Letter to Travel, if applicable (2 Original Copies)		
4. Letter of Invitation, if applicable (1 Photocopy)		
5. Endorsement from the Office of the Vice President for Research Development and Extension, if applicable (1 Photocopy)		
6. TSU Board of Regents Resolution (1 Photocopy)		
7. CHED Travel Endorsement (1 Photocopy)		
C. FOR CHED SCHOLAR'S TRAVEL		
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29 .	Office of Human Resource Development and Management Office (OHRDM)	
2. Approved Request Letter to Travel (2 Original Copies)	The client will provide	
3. Approved Travel Order		



TSU-ASU-SF-23, if applicable (1 Photocopy)				
4. Application for Leave of Absence CS Form 6, if applicable (1 Photocopy)				
5. Endorsement from Ethics Committee / University Research Office, if applicable (1 Photocopy)				
6. CHED Travel Clearance Certificate (1 Original Copy)				
7. Certificate of Clearance from DHEI (1 Duplicate Copy)				
8. Letter of Invitation, if applicable (1 Duplicate Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Certification/ Documents Request Slip at the Office of Human Resource Development and Management.	1. Receives the Certification / Documents Request Slip. <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	Staff Employee Welfare Unit
2. Receive the checklist of the supporting documents needed for the approval of the request.	2. Issues the Checklist for Authority to Travel Abroad Requirements (TSU-EWU-SF-11).	None	5 minutes	Staff Employee Welfare Unit
3. Submit other attachments required for the purpose of travel that is being requested.	3.1 Receives and checks the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	Staff Employee Welfare Unit
	3.2 Prepares and prints 2 copies of the Authority to Travel Abroad (ATA), attaches a set of supporting documents for each ATA copy.	None	10 minutes	Staff Employee Welfare Unit Director Office of Human Resource Development and Management



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



3. Processing of Application for Leave of Absence

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

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Permanent, Temporary, Contractual, and Substitute TSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. VACATION LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
B. MANDATORY / FORCED LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
C. SICK LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
2. Medical Certificate or Affidavit (2 Original Copies)		
D. MATERNITY LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
2. Proof of Pregnancy such as Ultrasound, Doctor's Certificate on the Expected Date of Delivery (2 Photocopies)		
3. Accomplished Notice of Allocation of Maternity Leave Credits <i>CS Form 6a</i> , if needed (2 Original Copies)		
E. PATERNITY LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
2. Proof of Child's Delivery such as Birth Certificate, Medical Certificate and Marriage Contract (2 Photocopies)		
F. SPECIA PRIVILEGE LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
G. SOLO PARENT LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
2. Updated Solo Parent Identification Card (2 Photocopies)		
H. STUDY LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	
2. Contract Between the Agency Head or Authorized Representative and the Employee Concerned (2 Photocopies)		
I. VAWC LEAVE		
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide	



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



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



				<p><i>Vice President concerned Respective Office</i></p> <p><i>University President Office of the University President</i></p>
2. Receive an update on the status of the application.	<p>2.1 For Walk-in Applications: Informs requesting personnel of the status of their application. Files the form on the personnel's File folder.</p> <p>For Online Applications: Once all signatories are done, the status of each online application is automatically reflected to the requesting personnel's Leave portal.</p>	None	10 minutes	<p><i>Staff Employee Welfare Unit</i></p> <p><i>Head Employee Welfare Unit</i></p>
TOTAL:		None	1 Hour & 20 Minutes	



4. Processing of Request for Issuance of Certifications

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

Office or Division:	Office of Human Resource Development and Management – Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Active or Inactive TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Walk-In: Accomplished Certification or Documents Request Slip TSU-HRD-SF-26 (1 Original Copy) For Online: Accomplished Certification or Documents Request Slip via http://bit.ly/3q4tT29		Office of Human Resource Development and Management or access the form thru http://bit.ly/3q4tT29		
2. For Inactive Employee – Approved Clearance (1 Original Copy)		The client will provide		
3. For Representative – Authorization Letter (1 Original Copy)				
4. Any document as reference of the request such as but not limited to: List of Application Requirements, Letter Asking for Compliance, etc. (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit the properly accomplished Certification / Documents Request Slip at Office of Human Resource Development and Management. For Online: Email hrdmo@tsu.edu.ph or fill out the online form (http://bit.ly/3q4tT29) to request the employment details of the TSU personnel concerned.	1. For Walk-In: Receives and verifies the Certification / Documents Request Slip. For Online: Checks the Certifications / Documents Request Form online excel file that acts as the database of the online form. <i>Note: If Certification / Documents Request Slip is not</i>	None	5 minutes	<i>Staff</i> Employee Welfare Unit <i>Staff</i> Employee Welfare Unit



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



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

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

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any Separating and Retiring Plantilla and Contractual TSU Employee
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR RETIREMENT UNDER RA 8291	
1. Approved Copies of the Letter of Intent to Retire (3 Original Copies)	The client will provide
2. Clearance Form <i>CS-Form 7</i> (3 Original Copies)	
3. Accomplished GSIS Application for Retirement <i>GSIS Form No. 02282014-RET</i> (1 Original Copy)	
4. Accomplished GSIS Application for Life Insurance Benefit <i>GSIS Form No. 03102014-RET</i> (1 Original Copy)	
5. Duly Signed Copy of Tentative Computation of GSIS Retirement Pay and Life Insurance Benefit (1 Original Copy)	
6. GSIS Policy, if any (1 Original Copy)	
B. FOR RETIREMENT UNDER RA 1616	
1. Approved Copies of the Letter of Intent to Retire (3 Original Copies)	The client will provide
2. Clearance Form <i>CS-Form 7</i> (3 Original Copies)	
3. Accomplished GSIS Application for Retirement <i>GSIS Form No. 02282014-RET</i> (1 Original Copy)	
4. Accomplished GSIS Application for Life Insurance Benefit <i>GSIS Form No. 03102014-RET</i> (1 Original Copy)	
5. Duly Signed Copy of Tentative Computation of GSIS Retirement Pay and Life Insurance Benefit (1 Original Copy)	
6. GSIS Policy, if any (1 Original Copy)	
7. Duly Signed Insurance Benefit (1 Original Copy)	
8. Duly Signed Medical Certificate (1 Original Copy)	



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



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

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

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any Active Full-Time and Part-Time TSU Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR NEWLY HIRED AND RE-EMPLOYED LECTURERS				
1. Medical Certificate Signed by the University Medical Officer (1 Original Copy)	The client will provide			
2. Personal Data Sheet (PDS) <i>CSC Form 212 Revised 2017</i> (2 Original Copies)				
3. Approved Faculty Teaching Load / Assignment for the Semester (1 Photocopy)				
B. FOR RENEWAL OF LECTURERS				
1. Fully Accomplished and Duly Signed Renewal Notification Slip sent by the Office of the College Dean to the Office of Human Resource Development and Management <i>TSU-EWU-SF-21</i> (1 Original Copy)	The assigned college of the client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of Human Resource Development and Management.	1.1 Receive the complete requirements of the client. <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	Staff Employee Welfare Unit
	1.2 Checks and coordinates with the Recruitment, Selection and Promotion Unit and College Dean for the employment date and rate per hour.	None	10 minutes	Staff Employee Welfare Unit
2. Receive the printed Contract of Service with the	2. Prepare and print the COS of client. Instruct the client for the signing of	None	1 working day	Staff Employee Welfare Unit



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



Facilities Maintenance Unit

Internal Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services <i>TSU-FMU-SF-01</i> (2 Original Copies)		Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx		
2. <i>If there is no available material/s, (For Internal Clients Only)</i> Request for Funding through Letter addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document.	None	2 minutes	<i>Clerk</i> Facilities Maintenance Unit
	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	<i>Clerk</i> Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre-repair inspection to determine the repair to be done.	None	30 minutes	<i>Unit Head</i> Facilities Maintenance Unit
	1.4 Conducts pre-repair inspection to determine the damage and materials needed.	None	1 hour	<i>Maintenance Staff</i> Facilities Maintenance Unit
2. Receives notification or e-mail for evaluation of	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	<i>Unit Head</i> Facilities Maintenance Unit



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



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



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

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



Janitorial and Grounds Services Unit

Internal Services



1. Processing of Request for Janitorial Services

This service allows TSU students and personnel to avail the janitorial services of the university to maintain the cleanliness and hygiene of TSU facilities, offices, units and colleges.

Office or Division:	Facilities Development and Management Office –Janitorial and Ground Services Unit (FDMO-JGSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for janitorial services via phone call (<i>local number: 606-8158</i>) or message csubiate@tsu.edu.ph .	1. Evaluates the request and sets schedule for the date and time of the manpower availability. <i>Note: Manpower request will be subject for the approval by the Facilities Development and Management Office Director / Vice President for Administration and Finance because of paid overtime, if necessary.</i>	None	20 minutes	<i>Unit Head</i> Janitorial and Ground Services Unit
2. Receive notification and confirm the schedule of deployment.	2.1 Notifies client via phone call for the scheduled manpower request prior to the deployment of Janitorial and Ground Services Unit Personnel.	None	15 minutes	<i>Clerk or Unit Head</i> Janitorial and Ground Services Unit
	2.2 Proceeds with the assigned task/s	None	15 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit
	2.3 Segregates and disposes waste per offices and classrooms.	None	5 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit



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



Medical Unit
Internal Services



1. Process of Issuance of Medical Certificate

This service allows clients to secure a medical certificate that is needed as proof of fit to work, on-the-job training, fit to play sports, etc.

Note: Clients with findings during the data gathering may be referred to the Medical Doctor for consultation, the schedule depends on the availability of the Medical Doctor.

Student Medical Certificate (SMC) is for the individual or with findings. Group Medical Certificate is for bulk clients. And Eligibility Form is for Intramurals and SCUAA players.

Office or Division:	Medical Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Currently Enrolled TSU Students and TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Original Copy)		The client will provide		
2. Covid-19 Vaccination Card (1 Original Copy)				
3. Eligibility Form <i>if applicable</i> (1 Original Copy)		Sports Development and Management Unit		
4. Accomplished and Duly Signed Request Form <i>TSU-MSO-SF-06</i> with attachment/s - (1 Original Copy)		Medical Unit		
5. Laboratory Result, <i>if required by the host company of On-The-Job Training</i> (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents.	1.1 Receives and verifies the submitted documents.	None	1 minute	<i>Nurse-on-Duty</i> Medical Unit
	1.2 Prepares the Medical Certificate and gathers data.	None	1 minute	<i>Nurse-on-Duty</i> Medical Unit
	1.3 Assesses and evaluates the findings of the data gathered.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Unit
	1.3.1 <i>If findings are normal</i> , endorses the results of data gathering to the Medical Doctor for signing.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Unit
	1.3.2 <i>If with inconclusive findings</i> , refers to the Medical Doctor. If the MD is not available, schedules a consultation.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Unit



2. With Inconclusive Findings, proceed to the Medical Doctor (or on the schedule date)	2.1. Evaluates the data gathered and conducts further Physical Examination.	None	15 minutes	<i>Medical Doctor Medical Unit</i>
	2.2. Evaluates the findings and gives recommendation.	None	30 minutes	<i>Medical Doctor Medical Unit</i>
	2.2.1 If considered "FIT" after MD consultation, signs the Medical Certificate.			
	2.2.2 If considered "UNFIT" after MD consultation, MD will not sign the Medical Certificate. It indicates non-issuance of Medical Certificate.			
3. Client with "FIT" remark, sign and receive the Medical Certificate and/or Health Teaching (as needed), and fill out the logbook.	3.1 Explains the validity of the Medical Certificate.	None	3 minutes	<i>Nurse-on-Duty Medical Unit</i>
	3.2 Instructs the client to sign the Medical Certificate and logs on the Student Medical Certificate (SMC) logbook.	None	2 minutes	<i>Nurse-on-Duty Medical Unit</i>
	3.3 Releases the Medical Certificate.	None	2 minutes	<i>Nurse-on-Duty Medical Unit</i>
TOTAL:		None	1 Hour & 7 Minutes	



Motorpool Unit

Internal Services



1. Processing of Travel Order for Travel Requests

This service aims to accommodate the requests of TSU personnel for a driver and a service to reach their destinations safely and on time.

Office or Division:	Motorpool Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Approved Travel Order <i>TSU-ASU-SF-23</i> (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/id5dfzr5/tsu-asu-sf-23-travel-order.docx		
2. Accomplished Trip Ticket (4 Original Copies)		From Motorpool Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Travel Order.	1.1 Checks the important details of Travel Order.	None	2 minutes	<i>Clerk/Staff</i> Motorpool Unit
	1.2 Checks the availability of service vehicle and driver based on the date and time of travel.	None	3 minutes	<i>Clerk/Staff</i> Motorpool Unit
2. Receive notification about the assigned driver and university vehicle.	2. Notifies the client and gives confirmation if the request is already schedule. <i>Note: If trip is rescheduled, check if there are available university vehicle and driver and inform the client on the details.</i>	None	2 minutes	<i>Clerk/Staff</i> Motorpool Unit
TOTAL:		None	7 Minutes	



Obligations and Administrative Services Unit

Internal Services



1. Processing of Requests for Reproduction, Bookbinding and Ringbinding of Documents

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

Office or Division:	Obligations and Administrative Support Services Unit (OASSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Offices, Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REPRODUCTION OF DOCUMENT WITH 1 TO 500 PCS				
1. Documents for Reproduction		The client will provide		
B. FOR REPRODUCTION OF DOCUMENT MORE THAN 500 PCS				
1. Accomplished Request Slip (2 original copy)		Reproduction Section		
C. FOR BOOKBINDING AND RINGBINDING OF 1 TO 19 PCS				
1. Documents for Binding		The client will provide		
D. FOR BOOKBINDING AND RINGBINDING OF MORE THAN 20 PCS				
1. Accomplished Request Slip (2 original copy)		Reproduction Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document for reproduction or binding at the Reproduction Section and inform the number of copies needed and services to be availed.	1. Verify the number of copies to be reproduced or number of copies to be bound including the other formats of the output.	None	1 hour	<i>Staff</i> Obligations and Administrative Support Services
2. For Reproduction of Document (1 to 500 pcs): Fill out the Log Book for 1 to 500 pieces of Reproduced Documents.	2.1 For Reproduction of Document (1 to 500 pcs): Reproduces the document based on client's desired quantity, quality and format.	None	3 hours	<i>Staff</i> Obligations and Administrative Support Services
For Reproduction of Document More than 500 pcs: Secure and submit accomplished Request Slip to Reproduction Section.	For Reproduction of Document More than 500 pcs: Receives Request Slip, together with the document to be reproduced, and forwards to Obligations and Administrative Support Services	None	8 hours	<i>Staff</i> Obligations and Administrative Support Services



	Unit Head for approval.	None	5 hours	<i>Staff</i> Obligations and Administrative Support Services	
	For Bookbinding and Ringbinding (1 to 19 pcs): Fill out the Log Book for 1 to 19 pieces of Bound Documents.				For Bookbinding and Ringbinding (1 to 19 pcs): Binds the document based on client's desired quantity, quality and format.
	For Bookbinding and Ringbinding of more than 20 pcs: Secure and submit accomplished Request Slip to Reproduction Section.				For Bookbinding and Ringbinding of more than 20 pcs: Receives Request Slip, together with the document to be bound, and forwards to Obligations and Administrative Support Services Unit Head for approval.
					2.2 For Reproduction of Document More than 500 pcs: Approves the Request Slip.
					For Bookbinding and Ringbinding of more than 20 pcs: Approves the Request Slip.
3. Receive the requested output.	3. Logs the number of copies, layout and type of printing in the log sheet and releases the output to the client.	None	1 hour	<i>Staff</i> Obligations and Administrative Support Services	
FOR REPRODUCTION OF DOCUMENT (1 TO 500 PCS)		None	5 Hours		
FOR REPRODUCTION OF DOCUMENT (MORE THAN 500 PCS)			1 Working Day & 2 Hours		



FOR BOOKBINDING & RING BINDING (1 TO 20 PCS)		7 Hours	
FOR BOOKBINDING & RING BINDING (MORE THAN 20 PCS)		1 Working Day & 2 Hours	



Office of Business Affairs and Auxiliary Services

Internal Services



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

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

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



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

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

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



2. Processing of Application for Vehicle Gate Pass

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

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 Original Copy)	Office of Business Affairs & Auxiliary Services (OBAAS)			
2. Certificate of Registration of Vehicle (1 Photocopy)	The client will provide			
3. Valid Official Receipt Registration of Vehicle (1 Photocopy)	The client will provide			
4. Valid Driver's License (1 Photocopy)	The client will provide			
5. TSU ID (1 Photocopy)	The client will provide			
6. For Officially Enrolled Students – Certificate of Registration (1 Photocopy)	The client will provide			
7. For Vehicles Not Named After the Applicant: Authorization Letter from the Registered Owner of the Vehicle (1 Original Copy)	The client will provide			
8. For Vehicles Not Named After the Applicant: Deed of Sale (1 Photocopy)	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services.	1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	15 minutes	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
2. Receives assessment form.	2. Issues assessment form reflecting the fees to settle.	None	3 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office



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



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

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

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Certificate of Registration (1 Photocopy)		The client will provide		
2. Worn-Out or Damaged ID (1 Original Copy)				
B. FOR TSU EMPLOYEES				
1. Charge Slip (1 Original Copy)		Office of Business Affairs and Auxiliary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For TSU Students: Present and submit all pertinent requirements, including old Radio Frequency Identification Card to the Office of Business Affairs and Auxiliary Services. For TSU Employees: Present Charge Slip to the Office of Business Affairs and Auxiliary Services.	1. For TSU Students: Receives and verifies submitted requirements and assesses old Radio Frequency Identification Card.	None	5 minutes	<i>Clerk</i> Office of Business Affairs and Auxiliary Services
	For TSU Employees: Receives and verifies charge slip. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	Php 160.00	2 minutes	<i>Clerk</i> Office of Business Affairs and Auxiliary Services
2. For TSU Students:	2. For TSU Students:	None	5 minutes	<i>Clerk</i>



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

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



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

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

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



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



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

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

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



5. Processing of Request to Use the University Facilities

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

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



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

RATES OF RENTAL OF FACILITIES

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



Office of Gender and Development
Internal Services



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

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

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



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

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



2. Process of Reviewing of Research Proposals/ Finished Researches

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

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

Note: 20 working days is equivalent to 1 month.



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

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



3. Processing of Request for Capacity Building

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

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	TSU Student Organizations, College, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the Director of Office of Gender and Development with the following data: (3 Original Copies) <ul style="list-style-type: none"> – Title of the event – Date and Time of the event. – Location of the event – Who to contact 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Office of Gender and Development – Main Campus, for approval.	1.1 Receives the submitted request letter and endorses it to the Capacity Building and Extension Unit.	None	1 working day	<i>Clerk/Staff</i> Office of Gender and Development <i>Director</i> Office of Gender and Development
	1.2 Reviews the submitted request letter. <i>If approved, inform the client to submit the list of facilitators and participants.</i> <i>If disapproved, inform the lacking.</i>	None	2 working days	<i>Staff</i> Capacity Building and Extension Unit <i>Head</i> Capacity Building and Extension Unit <i>Director</i> Office of Gender and Development
2. Submit the list of facilitators and participants to the Office of Gender and Development.	2.1 Receives the submitted list of facilitators and participants.	None	5 minutes	<i>Clerk/Technical Staff</i> Office of Gender and Development
	2.2 Prepares budget request of the seminars/ workshop for the approval of the President.	None	3 working days	<i>Clerk/Technical Staff</i> Office of Gender and Development
	2.2.1 If approved, signs the budget request.			<i>President</i> Office of the University President



	2.2.2 If disapproved, return the budget request and inform the lacking.			
	2.3.1 Prepares request to serve meals and snacks for the approval of the Vice President for Administration. 2.3.2.1 If approved, signs the request to serve meals and snack. 2.3.2.2 If disapproved, return the request to serve meals and snack and inform the lacking. 2.3.2 Prepares the necessary requirements for canvassing of meals and snacks.	None	3 working days (less than ₱5,000) 30 working days (more than ₱5,000)	<i>Clerk/Technical Staff</i> Office of Gender and Development <i>Vice President</i> Office of the Vice President for Administration <i>Staff/Unit Head</i> Procurement Unit
	2.4 Prepares the materials to be used in the seminar.	None	1 working day	<i>Clerk/Technical Staff</i> Office of Gender and Development
	2.5 Creates and Sends the Request letter for the Resource Speaker	None	1 working day	<i>Clerk/Technical Staff</i> Office of Gender and Development
3. Attend the seminar/ workshop.	3.1 Facilitates the seminar/ workshop.	None	1 working day	<i>Staff/ Coordinators</i> Office of Gender and Development
	3.2 Prepares and forwards the voucher for the honorarium of the Resource Speaker to the Budget Management Unit.	None	1 working day	<i>Clerk/Technical Staff</i> Office of Gender and Development
	3.3 Processes the voucher of the Resource Speaker.	None	3 working days	<i>Staff/Head</i> Budget Management Unit <i>Staff/Head</i>



				Accounting Unit <i>Vice President</i> Office of the Vice President for Administration
	3.4 Prepares the Accomplishment Report for the Seminar/ Workshop.	None	1 working day	<i>Clerk</i> Office of Gender and Development
TOTAL IF MEALS AND SNACK IS LESS THAN ₱5,000:		None	17 Working Days & 5 Minutes	
TOTAL IF MEALS AND SNACK IS MORE THAN ₱5,000:		None	47 Working Days & 5 Minutes	

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



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

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

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All colleges/offices/units in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the Director of Office of Gender and Development with the following data: (3 Original Copies) – Title of the Programs, Activities, and Projects – Date and Time – Location – Details of the Programs, Activities, and Projects – Who to contact		The client will provide		
2. Program/Project proposal using Harmonized Gender and Development Guidelines (HGDG) tool (3 Original Copies)		Office of Gender and Development or download at https://www.tsu.edu.ph/media/505kpaxy/form-12-combined-generic-checklist-for-the-project-identification-and-design-stages.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus.	1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.	None	1 working day	<i>Director</i> Office of Gender and Development
	1.2 Receives and evaluates the endorsed Program/Project proposal.	None	1 working day	<i>Unit Head/Staff</i> Database and Monitoring Unit
2. Receive the result of the evaluated program/project proposal.	2. Returns and coordinates the result of the evaluated program/project proposal.	None	3 working days	<i>Clerk/Staff</i> Office of Gender and Development
3. Prepare and submit additional requirements such as Mode of Verifications (MOVs) documents.	3. Receives and reviews submitted additional requirements.	None	3 working days	<i>Director</i> Office of Gender and Development <i>Unit Head/Staff</i>



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

Note: 20 working days is equivalent to 1 month.

*Pursuant to the **Republic Act No. 11695**, also known as the "Revised Tarlac State University Charter," TSU shall provide advance instruction and professional training in literature, philosophy, science and technology, and arts, and other relevant fields of study, It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.*

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

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



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

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

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Government and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the University President with the following data: (3 Original Copies) <ul style="list-style-type: none"> – Title of the event – Date and Time of the event – Location of the event – Who to contact 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Records and Archives Unit – Main Campus.	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		<i>Clerk/Staff</i> Office of the University President
	1.3 Receives, reviews, and assesses the requested service.	None	1 working day	<i>Director</i> Office of Gender and Development
	1.4 Endorses letter to the Capacity-Building and Extension Service Unit for action.	None	5 minutes	<i>Director</i> Office of Gender and Development
2. Receives notification on the action	2.1 Informs client on the action taken/details of the request.	None	1 working day	<i>Clerk</i> Office of Gender and Development



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



**Office of Human Resource Development and
Management
Internal Services**



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

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

Office or Division:	Office of Human Resource Development and Management (OHRDM)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter that includes the following data: (1 Original Copy) a. Document/Data to be requested b. Purpose c. Who to contact		The client will provide		
2. Any document to support the requested document/data such as but not limited to: a. Request Letter or Compliance from other government agencies. (1 Original Copy) b. For research purposes, any document that may prove on-going research. (1 Original Copy) c. Privacy Consent concerning data covered by Data Privacy Act of 2012 (1 Original Copy)		The client will provide		
3. For Business Entity/ies: Approved or Signed Authorization letter from the former or current employee. (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with necessary attachments, <i>if any</i> , to the Office of Human Resource Development and Management – Main Campus.	1.1 Receives the submitted document/s.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management
	1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. <i>Note: If incomplete return the submitted requirement/s and inform the lacking.</i>	None	10 minutes	<i>Messenger/Staff and Director</i> Office of Human Resource Development and Management
2. Receives notification on the schedule of the releasing of	2.1 Informs the client about the release date of the requested document.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development



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



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



Office of Vice President for Administration

Internal Services



1. Processing of Endorsed Communication from the Office of the University President

The service allows the processing of communications endorsed by the Office of the University President. This involves the determination of appropriate office and action for the endorsed communication.

Office or Division:	Office of the Vice President for Administration (OVPA)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office of the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Form (1 Original Copy)		The client will provide		
2. Attachment/s, <i>if any</i> (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the endorsement.	None	5 minutes	<i>Staff</i> Office of the Vice President for Administration
	1.2 Receives the endorsement, if found complete and correct, through the signing logbook of the office where the endorsement originated from and records the endorsement in the incoming and outgoing endorsement logbook.	None	1 minute	<i>Staff</i> Office of the Vice President for Administration
	1.3 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	2 working days	<i>Vice President</i> Office of the Vice President for Administration
	1.4 Forwards endorsement to concerned office/s and receiving office signs the incoming and outgoing endorsement logbook.	None	1 hour	<i>Staff</i> Office of the Vice President for Administration



TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes	
---------------	-------------	---	--

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



2. Processing of Inter-Office Communication and Transactions

This allows for the processing of inter-office communications and transactions such as letter requests, purchase request, work order, job order, payroll, request to serve meals and Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR) / Office Performance Commitment and Review (OPCR).

Office or Division:	Office of the Vice President for Administration (OVPA)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REQUEST LETTER				
1. Letter (3 Original Copies)		The client will provide		
B. FOR PURCHASE REQUEST				
1. Approved Letter (1 Original Copy)		The client will provide		
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)				
C. FOR WORK ORDER				
1. Approved Letter (1 Original Copy)		The client will provide		
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)				
3. Approved Purchase Request (PR) and Requisition and Issue Slip (RIS) (4 Original Copies)				
D. FOR JOB ORDER				
1. Approved Letter (1 Original Copy)		The client will provide		
E. FOR PAYROLL / VOUCHER				
1. Approved Letter (1 Original Copy)		The client will provide		
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)				
3. Approved Purchase Request (PR) and Requisition and Issue Slip (RIS) (4 Original Copies)				
F. FOR REQUEST TO SERVE MEALS				
1. Notice of Meeting (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work Order, Job Order, Payroll/Voucher, and Request to serve meal.)	None	5 minutes	<i>Staff</i> Office of the Vice President for Administration



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

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



Payroll Services Unit

Internal Services



1. Processing of Payroll for Overtime/Extended Services

This procedure applies to the payroll preparation for Overtime / Extended Services.

Office or Division:	Payroll Services Unit - Payroll Section (ASU-PS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel with Approved Authority to Render Overtime and Extended Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Authority to Render Overtime/Extended Services (1 Original/1 Photocopy)		The client will provide		
2. Report on Overtime/Extended Services Rendered (2 Original Copies)				
3. Statement of Overtime/Extended Services (2 Original Copies)				
4. Accomplishments Reports (2 Original Copies)				
5. Daily Time Record (2 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Daily Time Record and all documentary requirements.	1.1 Receives and checks Daily Time Record and attached documentary requirements. <i>Note: Daily Time Records not duly signed shall not be accepted.</i>	None	4 hours	Staff Payroll Services Unit
	1.2 Computes total / allowable number of hours rendered.	None	1 working day	Staff Payroll Services Unit
	1.3 Encodes total / allowable number of hours rendered including deductions, if any.	None	1 working day	Staff Payroll Services Unit
	1.4 Checks figures entered in the payroll / disbursement voucher.	None	5 minutes	Staff Payroll Services Unit
	1.5 Prints payroll / disbursement voucher.	None	3 minutes	Staff Payroll Services Unit
	1.6 Prepares Obligation Request.	None	3 minutes	Staff Payroll Services Unit



	1.7 Prepares proof list (<i>not applicable to single payee</i>).	None	1 hour	<i>Proof list in-charge</i> Payroll Services Unit
	1.8 Counter signs payroll / disbursement voucher and signs proof list.	None	5 minutes	<i>Head</i> Payroll Services Unit
	1.9 Logs documents and forwards to the next office concerned.	None	2 minutes	<i>Receiving/Releasing Staff</i> Payroll Services Unit
TOTAL:		None	2 Working Days, 5 Hours & 18 Minutes	

Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of Receiving Daily Time Record and attached documentary requirements to the preparation of payroll proof list for Overtime/Extended Services.



2. Processing of Payroll for Student Assistants' Salary

This procedure applies for the payroll preparation for salary of student assistants.

Office or Division:	Payroll Services Unit (PSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Student Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) (2 Original Copy signed by the College Dean)		The client will provide		
2. Approved request letter (1 Photocopy)				
3. Certificate of Registration (COR) (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Daily Time Record, approved request letter and Certificate of Registration.	1.1 Receives DTR, documents and attachments. <i>Note: Daily Time Records not duly signed shall not be accepted.</i>	None	10 minutes	<i>Receiving/ Releasing Staff</i> Payroll Services Unit
	1.2 Checks DTR and attachments.	None	2 working days	<i>Staff</i> Payroll Services Unit
	1.3 Computes total number of hours rendered.	None	10 minutes	<i>Staff</i> Payroll Services Unit
	1.4 Encodes total number of hours rendered.	None	3 minutes	<i>Staff</i> Payroll Services Unit
	1.5 Checks figures entered in the payroll / disbursement voucher.	None	1 minute	<i>Staff</i> Payroll Services Unit
	1.6 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	<i>Staff</i> Payroll Services Unit
	1.7 Countersigns payroll / disbursement voucher.	None	5 minutes	<i>Head</i> Payroll Services Unit
	1.8 Logs documents and forwards to the next office concerned.	None	2 minutes	<i>Receiving/ Releasing Staff</i> Payroll Services Unit



TOTAL:	None	2 Working Days & 33 Minutes	
---------------	-------------	--	--

Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of receiving Daily Time Record (DTR) documents and attachments to preparation of payroll proof list for student assistants' salary.



3. Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium

This procedure applies to the payroll preparation for salary of lecturers/part-timers and plantilla personnel with honorarium class.

Office or Division:	Payroll Services Unit (PSU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Lecturers, Part-Timers and Plantilla Personnel with Honorarium Class			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) (1 Original Copy Signed by the Immediate Supervisor)		The client will provide		
2. Summary of hours rendered (1 Original Copy and 1 Photocopy Signed by the College Clerk and Dean)				
3. Approved Special Order (1 Photocopy)				
4. Approved Make Up Class Request, if any (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Daily Time Record, Summary of Hours Rendered, Special Order and make up request (if any).	1.1 Receives documents. <i>Note: Daily Time Records not duly signed shall not be accepted.</i>	None	1 hour	<i>Receiving/ Releasing Staff</i> Payroll Services Unit
	1.2 Checks DTRs and computes total number of hours rendered.	None	8 hours	<i>Staff</i> Payroll Services Unit
	1.3 Prepares payroll including encoding of deductions, if any.	None	15 minutes	<i>Staff</i> Payroll Services Unit
	1.4 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	<i>Staff</i> Payroll Services Unit
	1.5 Prepares proof list (<i>not applicable if single payee</i>).	None	1 hour	<i>Proof list in-charge</i> Payroll Services Unit
	1.6 Counter signs payroll / disbursement	None	2 hours	<i>Head</i> Payroll Services Unit



	voucher and signs proof list.			
	1.7 Logs documents and forwards to the next office concerned.	None	2 minutes	<i>Receiving/ Releasing Staff Payroll Services Unit</i>
TOTAL:		None	1 Working Day, 2 Hours & 19 Minutes	

Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of receiving Daily Time Record (DTR) documents to preparation of payroll proof list for the Salary of Lecturers, Part-timers, and Faculty with Honorarium



4. Processing of Request for Personnel-Related Documents

This procedure applies to all requests for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Payroll Services Unit (PSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly accomplished Request Slip Form (TSU-ASU-SF-30) (1 Original Copy)		Administrative Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled-out Request Slip Form.	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None	3 minutes	<i>Receiving/ Releasing Staff</i> Payroll Services Unit
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	<i>Receiving/ Releasing Staff</i> Payroll Services Unit
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	<i>Administrative Staff</i> Payroll Services Unit
	1.4 Signs the document/s.	None	1 minute	<i>Head</i> Payroll Services Unit
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	<i>Receiving/ Releasing Staff</i> Payroll Services Unit
TOTAL:		None	4 Hours & 6 Minutes	



Performance Management Unit

Internal Services



1. Processing for Request for Send-Off of Retiree

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

Office or Division:	Office of Human Resource and Development Management-Performance Management Unit (OHRDM – PMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Retirees Who are Permanent Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed and Accomplished Send-Off Request Form TSU-PRM-SF-12 (1 Original Copy)		Office of Human Resource and Development Management or download at https://www.tsu.edu.ph/media/e1pdms3n/tsu-prm-sf-12-send-off-celebration-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Performance Management Unit office.	1.1 Checks if the submitted form is properly filled out	None	1 minute	Clerk Performance Management Unit
	1.2 Forwards the submitted form to the next signatories.	None	1 minute	Clerk Performance Management Unit
	1.3 Once the request form is approved, prepare the following materials, including but not limited to: <ul style="list-style-type: none"> • Invitations • Venue • Materials for event styling • AVP • Cake/wine • Food and Catering Services • Performances 	None	5 working days	Clerk Performance Management Unit
2. Receive the Invitation	2. Gives the invited personnel a copy of invitation.	None	1 hour	Clerk Performance Management Unit
3. Attend the event.	3. Prepares the venue and facilitates the event.	None.	6 hours	<i>Staff-in-charge</i> Performance Management Unit



TOTAL:	None	5 Working Days, 7 Hours & 2 Minutes	
---------------	-------------	--	--



2. Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System

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

Office or Division:	Office of Human Resource and Development Management - Performance Management Unit (OHRDM – PMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty/Teaching Personne and all Plantilla			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certification /Document Request Slip TSU-EWU-SF-02 (1Original Copy)		Office of Human Resource, Development and Management, or can be accessed at http://bit.ly/3q4tT29		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and submit to the Office of Human Resource and Development Management - Performance Management Unit or thru the link: http://bit.ly/3q4tT29	1.1 Checks the submitted form and verifies if no data privacy is violated.	None	1 minute	<i>Clerk</i> Performance Management Unit
	1.2 Prepares the requested document.	None	5 minutes	<i>Clerk</i> Performance Management Unit
2. Requested Soft Copy: Receive a copy of requested document. Requested Hard Copy: Receive a notification regarding the availability of the requested document.	2. Request for Soft Copy: Sends the requested document via email or Microsoft Teams. Request for Hard Copy: Notify the requestor as soon as the document is ready for pickup.	None	5 minutes	<i>Clerk</i> Performance Management Unit



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



Planning and Design Unit

Internal Services



1. Processing of Service Request for Design Layout

This service allows clients to request for assistance in designing a layout for a project and/or provide preliminary scheme and alter the design/scheme based on the client's inputs and comments.

Office or Division:	Office of Facilities Development and Management – Planning and Design Unit (OFDM-PDU)			
Classification/s:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Employees, Units, Offices, Colleges and Existing Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Accomplished and Duly Signed Service Request <i>TSU-PMU-SF-33</i> - (1 Original Copy)		Office of Facilities Development and Management or download at https://www.tsu.edu.ph/media/v5ye4cfq/tsu-pmu-sf-33-service-request-slip.docx		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements to the Office of Facilities Development and Management.	1.1 Receives and logs the Service Request in the logbook and determines the control number then, forwards to the Director.	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management
	1.2 Reviews the description and purpose of the request and determines if the request is approved or disapproved. <i>Note: If disapproved, return the Service Request Form to the client, and inform them of the reason for disapproval.</i>	None	30 minutes	<i>Director</i> Office of Facilities Development and Management
	1.3 Forwards the Service Request to the Head of the Planning and Design Unit if approved.	None	2 minutes	<i>Clerk</i> Office of Facilities Development and Management
	1.4 Issues the	None	10 minutes	<i>Clerk</i>



	Claim Stub with the following information: Name of the Requestor: Office / Unit / College: Date Filed: Control Number: Claiming Date of Request:			Office of Facilities Development and Management
	1.5 Assigns a Personnel-in-Charge for the request.	None	20 minutes	<i>Unit Head</i> Planning and Design Unit
2. Attend the Client Conference.	2.1 Conducts Client Conference through site investigation with the requesting office for interview and data gathering using the Client Conference Form.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.3 Reviews and approves the preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	2.4 Forwards the approved preliminary scheme to the client and notifies them about the 2 nd Client Conference.	None	20 minutes	<i>Project-in-Charge</i> Planning and Design Unit
3. Review the preliminary scheme.	3.1 Conducts 2 nd Client Conference for additional inputs or comments.	None	3 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.2 Completes the preliminary scheme based on the inputs of Request Office/End-user	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit



	and submits to the Unit Head for approval.			
	3.3 Checks the completed preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	3.4 Revises the complete drawing as to the suggestions and comments of the Unit Head.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.5 Prints the approved working drawings and endorses to the Clerk.	None	2 hours	<i>Project-in-Charge</i> Planning and Design Unit
4. Return the claim stub to the Office of Facilities Development and Management (OFDM), receive the requested design layout and fill out the outgoing logbook.	4. Receives and signs the claim stub, releases the requested design layout, and asks the client to affix their signature in the claim stub upon receipt of request.	None	30 minutes	<i>Clerk</i> Office of Facilities Development and Management
TOTAL:		None	19 Working Days & 2 Minutes	



Pollution Control and Safety Unit

Internal Services



1. Processing of Reported Incident for Action

This service allows the offices and colleges of the University to report incidents which may or may not result in harm, injury, damage to property, or loss. This service covers all incidents caused by unsafe conduct, dangerous situations, near misses, accidents, and natural disasters.

Office or Division:	Pollution Control and Safety Unit (PCSU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Offices and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Employee & Student Accident/ Incident/ Illness Report Form <i>TSU-MSO-SF-05</i> (1 Original Copy)		Medical Unit		
2. Accomplished and Duly Signed Incident/ Accident Report Form <i>TSU-CSU-SF-28</i> (1 Original Copy or Photocopy)		Civil Security Unit		
3. <i>For incident/s without documented report,</i> None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished and Duly Signed Employee & Student Accident/ Incident/ Illness Report Form <i>TSU-MSO-SF-05</i> or Incident/ Accident Report Form <i>TSU-CSU-SF-28</i> to the Pollution Control and Safety Unit. For Incident/s without documented report, Physically report to the Pollution Control and Safety Unit.	1. Receives and reviews submitted requirement/s or endorsement/s. For Incident/s without documented report, Acknowledges the report and informs client on the conduct of investigation.	None	5 minutes	<i>Staff</i> Pollution Control and Safety Unit



2. Receive notification for the conduct of an incident/ accident investigation.	2.1 Informs client regarding the conduct of incident/ accident investigation.	None	5 minutes	<i>Staff</i> Pollution Control and Safety Unit
	2.2 Conducts investigation report through site visit, interview, and apply root cause analysis.	None	1 working day	<i>Staff</i> Pollution Control and Safety Unit
	2.3 Drafts the incident report using Incident/ Accident Investigation Report (TSU-PCS-SF-03).	None	1 working day	<i>Staff</i> Pollution Control and Safety Unit
	2.4 For control/s can be done by the Pollution Control and Safety Unit, Acts immediately on designated corrective and preventive action/s.	None	1 working day	<i>Staff</i> Pollution Control and Safety Unit
	2.4 For control/s to be done by the other office-in-charge, Endorses and communicates signed Incident/Accident Investigation Report to the office or person-in-charge for the countermeasure based on the report.	None	30 minutes	<i>Staff</i> Pollution Control and Safety Unit
	2.5 For control/s to be done by the other office-in-charge, Receives and takes action on the countermeasure needed to address the	None	5 working days & 30 minutes	<i>Staff</i> Office-in-Charge



	incident and the root cause.			
	2.6 For control/s to be done by the other office-in-charge, Verifies countermeasure of the incident.	None	30 minutes	<i>Staff</i> Pollution Control and Safety Unit
TOTAL FOR CONTROL/S CAN BE DONE BY THE POLLUTION CONTROL AND SAFETY UNIT:		None	7 Working Days & 10 Minutes	
TOTAL FOR CONTROL/S TO BE DONE BY THE OTHER OFFICE-IN-CHARGE:		None	7 Working Days, 1 Hour & 40 Minutes	

Note: This is a multi-stage process. The Pollution Control and Safety Unit is only responsible for receiving reports, conducting investigations, and acting on or endorsing preventive/corrective actions. One (1) reported incident can have more than one control or countermeasure.



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

The service offers assistance to all offices and colleges in inspecting the area/ venue of an activity/program which will determine hazards and risk that may cause an incident. This will enable the prevention of such incidents during the activity/program.

Office or Division:	Pollution Control and Safety Unit (PCSU)			
Classification:	College-based Events – Simple University-wide Events and Activities – Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter of the Activity and the Assistance to Inspect the Venue (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter of inspection addressed to PCSU Unit Head.	1.1 Receives the letter from the requesting office.	None	5 minutes	Staff Pollution Control and Safety Unit
	1.2 Reviews and confirms the letter as an approval of the inspection.	None	10 minutes	Staff Pollution Control and Safety Unit
2. Receive the date for the inspection.	2. Informs the client regarding the date of inspection.	None	5 minutes	Staff Pollution Control and Safety Unit
3. Inspect together with Pollution Control and Safety Unit personnel.	3. Inspects the area or venue of the event with the presence of the client.	None	2 hours	Staff Pollution Control and Safety Unit
	<i>Note: If there are non-conformity found the area/venue, generate an Occupational Health and Safety Site Observation Report (TSU-PCS-SF-10).</i>	None	1 hour	
4. Receive the Occupational and Safety Site Observation report.	4. Communicates non-conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 hour	Staff Pollution Control and Safety Unit



	<i>Note: If there are no non-conformity/ies, proceed to Agency Action No. 6.1.</i>			
5. Act on the non-conformity indicated in the given Occupational Health and Safety Site Observation Report.	5. Re-inspects the area for verification of the corrective action done by the client.	None	2 hours	<i>Staff</i> Pollution Control and Safety Unit
6. Receive the Certificate (TSU-PCS-SF-12).	6.1 Issues the Certificate (TSU-PCS-SF-12).	None	1 hour	<i>Staff</i> Pollution Control and Safety Unit
	6.2 Logs the document/s issued to the PCS Document Log (TSU-PCS-SF-01).	None	30 minutes	<i>Staff</i> Pollution Control and Safety Unit
7. For University-wide events and activities: Comply to the health and safety protocols and guidelines and attend the event.	7. For University-wide events and activities: Assists during the event.	None	6 calendar days	
8. For University-wide events and activities: Receive the Occupational and Safety Site Observation report.	8. For University-wide events and activities: After the event, communicates non-conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 working day	
TOTAL FOR COLLEGE-BASED EVENTS, IF COMPLIANT:		None	3 Hours & 50 Minutes	
TOTAL FOR COLLEGE-BASED EVENTS, IF NON-COMPLIANT:		None	7 Hours & 50 Minutes	



TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF COMPLIANT:	None	7 Days, 3 Hours & 50 Minutes	
TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF NON-COMPLIANT:	None	7 Days, 7 Hours & 50 Minutes	



Procurement Unit

Internal Services



1. Processing of Purchase Request / Job Order

The service allows offices and colleges of the university to submit Purchase Request or Job Order and be processed according to the law (RA 9184).

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Units, Offices and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Funding Form (3 Original Copies)		Budget Monitoring Unit		
2. Accomplished Purchase Request Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/2vynentz/purchase-request.xlsx)		
3. Requisition and Issue Slip (3 Original Copies)		Downloadable from TSU Portal https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx		
4. Accomplished Job Order Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/klnoiy/job-order.docx)		
5. Purchase Request (5 Original Copies)		Contract Management Division, Procurement Unit		
6. Job Order (3 Original Copies)		Contract Management Division, Procurement Unit		
7. <i>For Infrastructure Projects</i> , Designs or Layout (<i>if applicable</i>)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	1.1 Receives the approved Purchase Request or Job Order along with the supporting documents and attached form for the number of days to process: Period of Action-SF 076.	None	5 minutes	<i>Receiving Clerk</i> Procurement Unit - Planning & Canvassing Division
	1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing.	None	5 minutes	<i>Receiving Staff</i> Procurement Unit - Planning & Canvassing Division
	1.3 Affixes control number on the Approved Purchase Request	None	5 minutes	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee



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

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



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



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



				Planning and Canvassing Division
TOTAL TIME FOR PUBLIC BIDDING (MINIMUM TIME):	None	36 Working Days, 7 Hours & 5 Minutes		
TOTAL TIME FOR PUBLIC BIDDING (MAXIMUM TIME):	None	136 Working Days, 7 Hours & 5 Minutes		
TOTAL TIME FOR ALTERNATIVE MODE (MINIMUM TIME):	None	14 Working Days, 7 Hours & 5 Minutes		
TOTAL TIME FOR ALTERNATIVE MODE (MAXIMUM TIME):	None	22 Working Days, 7 Hours & 5 Minutes		



Records and Archives Unit

Internal Services



1. Process of Archiving Documents and Materials

The service allows the selection, protection and preservation of documents and materials compliance to Republic Act 9470 (National Archives of the Philippines, NAP Act of 2007). Display or exhibit of the materials historically.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Registration for Archives Materials Form TSU-RAU-SF-19 (1 Original Copy)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment form and fill out the visitor's logbook.	1.1 Reviews the completeness of the form submitted.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.2 Conducts briefing to client.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.3 Reproduces the requested material except when the original is not under custody.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.4 Re-files the material.	None	1 working day	<i>Staff</i> Records and Archives Unit
2. Receive the requested material.	2. Releases the requested material.	None	1 working day	<i>Staff</i> Records and Archives Unit
TOTAL:		None	2 Working Days & 45 Minutes	



2. Process of Receiving and Controlling Records and Documents

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

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



<p>via the following modes:</p> <p>a. Sign in the appropriate logbook.</p> <p>b. Via MS Teams / Electronic Data Management System (eDMS)</p> <p>c. Sign in the pigeonhole monitoring form.</p>	<p>the following modes:</p> <p>a. Releases directly to the data owner.</p> <p>b. Send to MS Teams or post to Electronic Data Management System (eDMS) <i>(if recipients are less than ten (10) different colleges or offices).</i></p> <p>c. Pigeonhole stationed at the Records and Archives Unit and inform the concerned personnel.</p>			
TOTAL:		None	51 Minutes	



3. Process of Requesting for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to strictly comply with the National Archives of the Philippines (NAP) General Disposition Schedule (GRDS) and TSU Records Disposition Schedule (RDS).

Note: The Records and Archives Unit conducts yearly monitoring based on the General Disposition Schedule and Records Disposition Schedule. And the actual monitoring depends on the retention time of the documents.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Authority to Dispose of Records or Use of Storage Form <i>TSU-RAU-SF-05</i> (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Request for Authority to Dispose of Records or Use of Storage to the Record and Archives Unit.	1.1 Reviews the completeness of the submitted form.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 If for disposal , transfer to the disposal. If for storing , transfer to storage area depending upon the capacity of Records and Archives Unit designated area.	None		<i>Staff</i> Records and Archives Unit
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	2.1 Dispatches one (1) copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for Records and Archives Unit.	None	1 working day	<i>Staff</i> Records and Archives Unit
	2.2 The storage and disposal in charge shall conduct regular monitoring based on the General Disposition Schedule and Records Disposition Schedule.	None	1 working day <i>Note: The actual monitoring depends on the retention time of the documents.</i>	<i>Staff and Head</i> Records and Archives Unit



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



	the Cashiering Office			
TOTAL:		None	6 Working Days	

Note: The service is covered by the National Archives of the Philippines General Circular Number 1 - "Rules and Regulations Governing the Management of Public Records and Archives Administration" and "General Records Disposition Schedule".



4. Processing of Request of Records Copy/ies

The service allows TSU employees to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
IWho may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Freedom of Information (FOI) Request Form <i>TSU-RAU-SF-07</i> (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Freedom of Information Request Form to the Records and Archives Unit Office.	1. Receives and conducts the initial evaluation of the submitted form. <i>Note: If the form is incompletely filled out, deny the request.</i>	None	10 minutes	<i>Staff</i> Records and Archives Unit <i>FOI Officer</i> Tarlac State University
2. Receive the available record or information.	2.1 Retrieves and releases the information, if available, upon the approval of the Unit Head.	None	15 working days	<i>Staff</i> Records and Archives Unit <i>FOI Officer</i> Tarlac State University
	2.2 Prepares and submits of Freedom of Information reports.			
TOTAL:		None	15 Working Days & 10 Minutes	

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



Supply and Property Management Unit

Internal Services



1. Processing of Request for Physical Inventory of Property Accountabilities

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

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



Report of Lost, Stolen, Damaged or Destroyed Semi-Expendable Property and submits a notarized copy to Supply and Property Management Unit	Expendable Property			
4. Settles missing property accountabilities to the Cashiering Unit and submits Official Receipts or replacement of lost items as proof of settlement	4.1 For payment of the lost item(s), receives payment for the assessed amount of missing property accountabilities <i>Note: If the item(s) is replaced, present the item(s) and submit the Official Receipt to the SPMU to verify that the purchased item is equivalent to the lost item(s).</i>	Assessed amount of missing property accountabilities	10 minutes	Cashiering Staff Cashiering Unit Inventory Staff SPMU
	4.2 Receives and Records proof of settlement	None	5 minutes	PPE Staff Supply and Property Management Unit
	4.3 Drops property in the database/ Inventory Record	None	5 hours	PPE Staff Supply and Property Management Unit
TOTAL Without Missing Property Accountabilities:		None	6 Working days and 20 minutes	
TOTAL With Missing Accountabilities:		Amount of assessed missing accountability/ies	6 Working days, 5 hours and 40 minutes	



2. Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Respective End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Requisition and Issue Slip (RIS) (3 Original Copies) (1 Photocopy for items to be transferred to other campus)		Supply and Property Management Unit Downloadable at the TSU Website: https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.1 Receives Requisition Slip for stock availability inquiry	None	5 minutes	<i>Receiving Staff</i> Supply and Property Management Unit
	1.2 Checks availability of stocks	None	3 hours	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	1.3 Certifies non-availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	<i>Head</i> Supply and Property Management Unit
2. For Issuance of Supplies, Materials, and Equipment: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi-Expendable PPE: Prepares and issue notice to end-user/s for	None	1 working day	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property



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



	Expendable Supplies, Materials and PPE: Post issued items manually and electronically in the property/stock card and supply inventory system			<i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	4.4 Prepares and submits a Report of Supplies and Materials Issued and Report of Semi-Expendable Property Issued to the Accounting Office	None	3 hours	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> SPMU
	Total In Supplies, And Materials:	None	3 Working Days, 8 Hours, & 10 Minutes	
	Total In Semi-Expendable: Supplies and Materials, and PPE:	None	6 Working Days, 3 Hours & 10 Minutes	
	Total In Supplies, And Materials (Construction):	None	4 Working Days, 8 Hours, & 10 Minutes	
	Total In PPE:	None	6 Working Days, 5 Hours, & 10 Minutes	



3. Processing of Request to Condemn Unserviceable Property Accountabilities

This service allows clients to submit requests to condemn unserviceable and/or no longer needed properties.

Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request to Condemn/ Request Slip with attached fully accomplished Inspection Report to the office of Supply and Property Management Unit.	1.1 Receives, checks, and approves Request to condemn unserviceable properties	None	10 minutes	<i>Receiving Staff</i> <i>Disposal Staff</i> <i>Head</i> Supply and Property Management Unit
	1.2 Prepares and issue pull out slip to the end-user	None	1 working day	<i>Disposal Staff</i> Supply and Property Management Unit
	1.3 Pull out item/s to condemn then transfer the item to the storage room for disposal	None	1 working day	<i>Disposal Staff</i> Supply and Property Management Unit
	1.4 Prepares ITR/PTR to the Supply Officer and label the condemn properties using the number indicated on the ITR/PTR	None	1 working day	<i>Disposal Staff</i> <i>Head</i> Supply and Property Management Unit
TOTAL:		None	3 Working Days, & 10 Minutes	



4. Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User

The service allows to return the properties that are still serviceable but no longer needed by the end-user to the Supply and Property Management Unit.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request Slip with attached Inspection Report to the office of Supply and Property Management Unit	1.1 Receives, checks and Approves Request to Return properties	None	10 minutes	<i>Receiving Staff</i> <i>Inventory Staff</i> <i>Head</i> Supply and Property Management Unit
	2.1 Pull out serviceable properties to be returned	None	2 working days	<i>Inventory Staff</i> Supply and Property Management Unit
	2.2 Prepares Inventory Transfer Report (ITR)/ Property Transfer Report (PTR) to the Supply Officer and put label on the returned items using the number indicated on the ITR/PTR	None	1 hour	<i>Inventory Staff</i> <i>Head</i> Supply and Property Management Unit
	1.4 Issue a copy of ITR/PTR to new end user	None	10 minutes	<i>PPE Staff</i> Supply and Property Management Unit
TOTAL:		None	2 Working Days,	



		1 Hour, & 20 Minutes	
--	--	-------------------------------------	--



5. Processing of Request to Transfer Property Accountabilities

The service allows the proper turn over or transfer of property accountability from one end-user to another end-user.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpkr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance Unit		
3. Fully Accomplished Permit to Bring Materials/ Equipment from One Campus to Another <i>TSU-SUP-SF-51 (1 set)</i>		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Transfer /Request Slip with attached checklist and/or Property Acknowledgement Receipt/ Inventory Custodian Slip	1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities <i>Note: The end user shall be responsible for transferring the items.</i> If the items are to be transferred to another campus, the new end user prepares a Permit to Bring Materials/Equipment from One Campus to Another TSU-SUP-SF-51 to be approved by the SPMU Head.	None	10 minutes	<i>Receiving Staff Inventory Staff Head Supply and Property Management Unit</i>
	1.2 Prepares Inventory Transfer Receipt for Semi-Expendable Property, Plant and Equipment	None	1 hour	<i>Inventory Staff Head Supply and Property Management Unit</i>



	and Property Transfer Receipt for <i>Property, Plant and Equipment</i> items			
	1.3 Prepares Inventory Custodian Slip for Semi-Expendable <i>Property, Plant and Equipment</i> and Property Acknowledgement Receipt for PPE items to the new End-user	None	1 hour	<i>Property, Plant and Equipment Staff</i> <i>Head</i> Supply and Property Management Unit
2. Transfer the accountability to the new end user	3. Issue a copy Inventory Custodian Slip/ Property Acknowledgement Receipts to new end user	None	2 working day	<i>Inventory and Property, Plant and Equipment Staff</i> Supply and Property Management Unit
TOTAL:		None	2 Working Days 7 Hours And 10 Minutes	



Training and Organizational Development Unit

Internal Services



1. Process of Application for Sabbatical Leave

This service allows members of the faculty to study, conduct investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	TSU Faculty with Twenty-five (25) Years and Above Tenure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Sabbatical Leave <i>TSU-TOD-SF-32</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/fbgfvq3x/tsu-tod-sf-32-application-for-sabbatical-leave.docx		
2. Proposed Program of Work (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application Form with the Proposed Program of Work to Office of the University President.	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses verified documents to Office of Human Resource and Development Management (OHRDM).	None	1 minute	<i>Clerk</i> Office of the University President
	1.3 Receives and endorses the documents to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>or</i> <i>Director</i> Office of Human Resource Development and Management



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

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



2. Process of Filing Cases and Complaints

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

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Faculty Members, Non-Teaching Personnel, and stakeholders of Tarlac State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter in Writing and Made Under Oath That Includes the Following Details (1 Original Copy or 1 Duplicate): a. Full name of complainant b. Address of complainant c. Full name of complainee d. Address of complainee e. Position and Designation of complainee		The client will provide		
2. Narrative Report Containing the Acts or Omissions Allegedly Committed by the Employee (1 Original Copy or 1 Duplicate)		The client will provide		
3. Documentary Evidence and Affidavits of the Witness, <i>if any</i> (1 Certified True Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Office of the University President.	1.1 Receives the submitted documents and endorses to the Office of Human Resource Development and Management through Office of the Vice President for Administration.	None	3 minutes	<i>Clerk</i> Office of the University President
	1.2 Initially assesses and evaluates the case.	None	30 minutes	<i>Director</i> Office of Human Resource Development and Management <i>or</i> <i>Administrative Assistant II</i> Training and Organizational



				Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
2. Attend the interview and mediation at the Office of Human Resource Development and Management (OHRDM).	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	<i>Director</i> Office of Human Resource Development and Management <i>or</i> <i>Administrative Assistant II</i> Training and Organizational Development Unit
3. Wait for the resolution of the case.	3. Submits case report and recommends to the Office of the University President through the Vice President for Administration.	None	2 working days	<i>Director</i> Office of Human Resource Development and Management <i>Vice President</i> Office of the Vice President for Administration <i>President</i> Office of the University President
TOTAL:		None	2 Working Days, 1 Hour & 35 Minutes	



3. Processing of Request for Thesis/Dissertation Financial Assistance

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

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent TSU Personnel Rendering For At Least Two (2) Years with Defended Research Proposal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Thesis/ Dissertation Financial Assistance Form <i>TSU-TOD-SF-33</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/dkjjq0q3/tsu-tod-sf-33-request-for-financial-assistance-thesis-or-dissertation-1.docx		
2. Accomplished Permit to Study Form <i>TSU-TOD-SF-28</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/tfsjek3a/tsu-tod-sf-28-permit-to-study.docx		
3. Individual Performance Commitment and Review Summary (IPCR) for the Past Two (2) years (1 Original Copy)		Training and Organizational Development Unit		
4. Research Proposal Certified by the Dean Concerned (1 Original Copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms and supporting requirements to the Office of the University President.	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses verified documents to Office of Human Resource Development and Management (OHRDM).	None	1 minute	<i>Clerk</i> Office of the University President
	1.3 Receives and endorses documents to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.4 Convenes and evaluates if the thesis/dissertation is relevant with the development thrust of the University, if affirmative, shall endorse the application to the Budget Office to	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/



	determine if there are funds available.			Non-Academic Personnel Scholarship Committee (NAPSC) <i>Clerk</i> Budget Management Unit
	1.5 Endorses the application to the Office of the University President for approval.	None	3 working days	<i>Clerk</i> Office of the University President
	1.6 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher.	None	5 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Staff</i> Administrative Service Unit
2. Receive the notification regarding the status of the application	2. Notifies the client on the status of his/her application.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	10 Working Days & 10 Minutes	

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



4. Processing of Application for Scholarship

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

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent employees who have rendered two (2) years and above to the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent Addressed to the Office of the University President with an Endorsement from the College Dean/Director and Concerned Vice President (1 Original Copy)		The client will provide.		
2. Notice of Acceptance from the University or School where he/she Plans to Enroll (1 Original Copy)		The client will provide.		
3. Two (2) consecutive Very Satisfactory Performance Rating for the Previous IPCR rating period (1 Original copy and 1 Photocopy)				
4. Certificate of Employment (1 Original Copy)				
5. Medical Certificate (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President.	1.1 Endorses the letter to the HRDM Office.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
2. Submit the requirements	2.1 Receives submitted documents.	Non	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	2.2 Through the Office of Human Resource	None	7 working days	<i>Administrative Assistant II</i>



	Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the Office of the University President.			Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
	2.3 Prepares and accomplishes CSW for Board Confirmation.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Board of Regents</i> Tarlac State University
	2.4 Notifies the applicant on the status of his/her application. 2.4.1 Facilitates the contract signing when approved.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	TOTAL:	None	13 Working Days & 6 Minutes	

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



5. Processing of Request for External Training

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

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	External Training (Face-to-Face with Registration Fee and/or TEV) – Highly Technical External Training (Online with Registration Fee)– Highly Technical External Training (Free Online Training) - Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Plantilla Personnel (Teaching and Non-Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)		Training Provider		
2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)		Office of the University President		
3. Accomplished Request for External Training Form <i>TSU-TOD-SF-22</i> (4 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/dtbdofuka/tsu-tod-sf-22-request-for-external-training.docx		
4. Accomplished Training Commitment Form <i>TSU-TOD-SF-23</i> (1 Original Copy)		Training and Organizational Development Unit https://www.tsu.edu.ph/media/44wi0wcn/tsu-tod-sf-23-training-commitment-form.docx		
5. Approved Learning and Development Plan <i>TSU-TOD-SF-09</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/hsgdyud3/tsu-tod-sf-09-learning-and-development-plan.docx		
6. For Non-Teaching , Duly Signed and Approved Individual Career Development Plan for Non-Teaching <i>TSU-TOD-SF-07</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/as4npfwn/tsu-tod-sf-07-individual-career-development-plan-for-non-teaching.docx		
7. For Teaching , Duly Signed and Approved Individual Career Development Plan for Non-Teaching <i>TSU-TOD-SF-08</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/gzgm213/tsu-tod-sf-08-individual-career-development-plan-for-teaching-personnel.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the Training and Organizational Development Unit.	1.1 Receives and reviews submitted requirements.	None	5 minutes	<i>Front Desk Clerk</i> Office of Human Resource Development and Management <i>or</i>



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



	<p>by the Concerned Vice President</p> <p>1.6.1. Once signed, endorse the document to the Office of the University President.</p>			
	<p>1.7 Receives the signed documents and have them signed by the University President.</p> <p>1.71. Once approved, forward the approved Request for External Training to the Records and Archives Unit</p>	None	2 working days	<i>Clerk</i> Office of the University President
2. Receives the copy of Approved Request for External Training	2.1 Certify the Approved Request for External Training and issue copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Confirm attendance through the registration form /link or confirmation form from the training provider and prepare Travel Order. And have it signed by the participants, their Office Heads, their respective VPs, and the President.	3.1 Upon receipt of the approved Request for External Training, notify the client/ requesting office	None	5 minutes	<i>Training Assistant</i> Training and Organizational Development Unit
For Face-to-Face External Training Prepare the Travel Order. Have it signed by the participants, their Office Heads, their		None	2 working days	



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

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



6. Processing of Request for In-House Training or Seminar (Face-to-Face and Online)

The service allows other offices/departments of the university to organize and facilitate training or seminars for Tarlac State University (TSU) employees.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Training Request Form <i>TSU-TOD-SF-1</i> (4 Original Copies)		Training and Organizational Development Unit https://www.tsu.edu.ph/media/dygf1m0l/tsu-tod-sf-10-training-request-form.docx		
2. Approved Learning and Development Plan <i>TSU-TOD-SF-09</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/hsgdyud3/tsu-tod-sf-09-learning-and-development-plan.docx		
3. Accomplished Resource Person Information Sheet Design <i>TSU-TOD-SF-13</i> (1 Original Copy)		Training and Organizational Development Unit		
4. Accomplished Learning and Development Instructional Design <i>TSU-TOD-SF-12</i> (1 Original Copy)		Training and Organizational Development Unit		
5. List of Target Participants (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training Request Form (TRF) and other attachments to the Training and Organizational Development Unit	1.1 Receives the submitted Training Request Form with other attachments.	None	2 minutes	<i>Front Desk Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training Assistant</i> Training and Organizational Development Unit
	1.2 Reviews and evaluates the submitted Training Request Form and supporting documents.	None	15 minutes	<i>Head</i> Training and Organizational Development Unit
	1.3 Adds control number and have it signed by the Office	None	5 minutes	<i>Training Assistant</i>



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



	1.8.1 Once approved, forward the approved Training Request Form to the Records and Archives Unit			
2. Receive the copy of Approved Request for External Training	2.1 Certifies the Approved Request for External Training and issue a copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Announce the training details through eDMS.	3.1 Secures a copy of the signed memo.	None	10 minutes	<i>Training Assistant</i> Training and Organizational Development Unit
4. Coordinates training details with the Resource Speakers, and participants and prepares other training logistics (<i>venue, food, equipment, and training materials</i>).	4.1 Prepares necessary training needs before scheduled training or webinar, (<i>Zoom/MS Teams Link, Attendance and Registration Link and Post Training Evaluation</i>)	None	3 working days	<i>Training Assistant</i> Training and Organizational Development Unit
TOTAL:		None	7 Working Days & 47 Minutes	

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



7. Processing of Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent Addressed to the Office of the University President with an Endorsement from the College Dean/Director and concerned Vice President (1 Original Copy and 1 Photocopy)		The client will provide.		
2. Updated Study Plan (1 Original Copy)				
3. Grade Reports (1 Original Copy)				
4. Certification from the Adviser Indicating the Needed Period by the Grantee to Finish the Degree, <i>if any</i> . (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President (OUP). <i>Note: Request to extend shall be made one (1) month before the current semester or end of summer or midyear for the FSC actions and endorsement to the OUP.</i>	1.1 Endorses the letter to the Office Human Resource Development and Management.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
2. Submit the requirements.	2.1 Receives submitted documents.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit



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

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



8. Processing of Request for Scholarship Status of Employee-Scholars

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the Office of Human Resource and Development Management Office (OHRDM).

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2 Original Copies)		The client will provide		
2. Certifications, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
3. Report of Grades, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
4. GANNT Chart, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
5. Updated Study Plan, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together with the supporting documents, if any, to the Training and Organizational Development Unit.	1.1 Receives and checks the request and documents submitted. <i>Note: If the submitted document is incomplete, notifies the scholar and informs about the lacking.</i>	None	15 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.2 Discusses all the conditions to the requestor relating to his/her request.	None	15 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.3 Organizes the documents and coordinates with the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) for the schedule of the meeting.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.4 Through the Office of Human Resource	None	7 working days	<i>Administrative Assistant II</i>



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

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



9. Processing of Request for Study Leave Reinstatement of Employee-Scholars

This service allows the employee-scholars to reinstate and resume their duty after finishing the degree they took during their availed study leave.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Letter of Reinstatement Form <i>TSU-TOD-SF-31</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/nmniddjt/tsu-tod-sf-31-letter-of-reinstatement-form.docx		
2. Diploma or Certificate from the University Where he/she Graduated (1 Original Copy)		The client will provide.		
3. Transcript of Records (with Special Order for Private Schools) (1 Original Copy)				
4. Hard Copy of the Thesis/Dissertation (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the University President.	1.1 Endorses to the Office of Human Resource Development and Management	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Receives the documents.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.4 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Committee Members</i> Faculty Scholarship Committee (FSC)/ or



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

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



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

List of Internal Services



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



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

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

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



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

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the person/s and the processing time of the office/s involved. The unit is only



in charge on the receipt of the endorsements up to the organization of the initial consultation.



**Center for Engineering and Environmental
Research
Internal Services**



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

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

Office or Division:	Center for Engineering and Environmental Research (CEER)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client) TSU Undergraduate Students (Type D Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Geospatial Analysis Operations Request Form (1 Original Copy and 1 Electronic Copy)		Center for Engineering and Environmental Research		
2. For Type A to C Clients – Official Receipt of Payment for Test of Payment for Geospatial Analysis Support and Related Services (1 Duplicate or 1 Photocopy) *Refer to the table below for charges		TSU Cashiering Unit		
Additional Requirement if the Proposal has been Approved:				
1. Revised Geospatial Analysis Operations Request Form (1 Original Copy and 1 Electronic Copy) as per the recommendation of the Center for Engineering and Environmental Research review		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Geospatial Analysis Operations Request Form to the Center for Engineering and Environmental Research office and electronic copies to ceer@tsu.edu.ph	1.1 Receives and verifies the completeness of the submitted documents.	None	2 working days	<i>Staff & Unit Heads</i> Center for Engineering and Environmental Research
	1.2 Assess the capability of the Geomatics laboratory equipment and software to perform the requested geospatial analysis operations and the availability of staff and supervisors.	None	1 working day	<i>Staff & Unit Heads</i> Center for Engineering and Environmental Research



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



and Environmental Research.				
TOTAL:		Refer to the table below for charges	19 Working Days, 4 Hours & 10 Minutes	

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

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



Center for Natural Products Research

Internal Services



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

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

Office or Division:	Center for Natural Products Research (CNPR)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Faculty Researchers (Type A Client) TSU Graduate Students (Type B Client) TSU Undergraduate Students and Non-TSU Students (Type C Client) Other Interested Institutions/Agencies (Type D Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Use of Equipment Request/s -				
1. Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)		The client will provide		
B. For All Client Types				
1. Accomplished Request for Analysis <i>TSU-PCL-SF-33</i> (1 Original Copy)		Center for Natural Products Research or Analytical Testing Laboratory		
C. For Type A Clients				
1. Accomplished Research Capsule Proposal Form signed by the Dean <i>TSU-URO-SF-01</i> (1 Photocopy)		Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx		
2. Accomplished Notice to Proceed signed by a Representative from the University Research Office <i>TSU-URO-SF-60</i> (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (<i>TSU-PCL-SF-42</i>).	None	1 hour	<i>Staff-in-Charge</i> Center for Natural Products Research



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



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



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

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



Center for Natural Products Research Schedule of Analysis and Service Fees

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

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



**Center for Peace, Indigenous People's Resources
and Development
Internal Services**



1. Processing of Request for Office Consultancy and Assistance

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

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



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



Center for Solar and Emerging Technology

Internal Services



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

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

Office or Division:	Center for Solar and Emerging Technology			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy) <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.ph)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
For Internal clients: Submit a hardcopy of the requirement to the Center for	For Internal clients: Receives and endorses the submitted requirement to	None	10 minutes	<i>Staff</i> Center for Solar and Emerging Technology



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



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

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

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



Food Technology and Research Center

Internal Services



1. Processing of Food Technology and Research Center Service Requests

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

Office or Division:	Food Technology and Research Center (FTRC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTRC-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full Name of the Client/ Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or TSU Website or download at https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1 Receives and checks Service Request and endorses to the Office of the University President. <i>Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.</i>	None	1 working day	<i>Staff</i> Records and Archives
	1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	<i>University President</i> Office of the University President
	1.3 Assesses the Service Request Form as to the availability of the service and	None	10 minutes	<i>Director</i> Food Technology and Research Center



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



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



2. Processing of Market-Driven Research Service

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

Office or Division:	Food Technology and Research Center - Research and Development Unit (FTRC-RDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTRC-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: <ul style="list-style-type: none"> • Full Name of the Client / Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or download at https://tsu.edu.ph/media/hcifh0f3/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph or submit to the Director's Office of Food Technology and Research Center.	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives
	If Submitted to the Director's Office: Accepts and checks the completeness of the submitted documents and forward them to	None	1 working day	<i>Director, Department Head, Staff</i> Food Technology and Research Center

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



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



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



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



3. Processing of Shared Facility Services Request

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

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR INTERNAL CLIENTS				
1. For Internal Client: Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (1 Original Copy or 1 Electronic Copy) with the following information. <ul style="list-style-type: none"> • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx		
2. For Students: Certificate of Registration (COR) (1 Original Copy or 1 Photocopy)		The client will provide		
B. FOR EXTERNAL CLIENTS				
1. Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (1 Original Copy or 1 Electronic Copy) with the following information. <ul style="list-style-type: none"> • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor 		Food Technology and Research Center or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Food	1.1 Receives and verifies the completeness of the submitted documents. <i>Note: If submitted documents are incomplete and</i>	None	5 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center



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



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



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

	<p>per hour x total number of hours used x discount (if applicable)</p>		
--	--	--	--

APPENDIX 1.

RESEARCH AND DEVELOPMENT SERVICES

The FTRC aims to generate reliable, relevant, and timely knowledge and technologies addressing local and global food issues such as food security, hunger, malnutrition, food waste and food safety though:

- Innovation of existing products
- Product development
- Material value-addition
- Enrichment
- Fortification of foods
- Improvement food systems and
- Development of sustainable food chains

SHARED FACILITY SERVICES (SFS)

The FTRC has an up-to-date and state-of-the-art processing and analytical laboratories, classrooms, and training rooms to provide quality experience to the users. The facilities and equipment also provide an avenue for collaboration to other institutions. The center will ensure that the facility and the other resources are being maximized through a systematic-sharing of the faculty researchers, students and other FTRC clients (i.e., outside-researchers, food manufacturers, sector of community, etc.)

PRODUCTION AND MARKETING SERVICES (PMS)

The FTRC aims to produce and commercialize products from the food research and development projects of the faculty researchers and innovated products of the University. The FTRC has a store in the facade of the building where customers can avail the TSU's food products.

TSU'S Signature

SERVICES

The center aims to obtain all the necessary equipment for the testing of the physical, chemical, microbiological, and sensory properties to ensure the quality and safety, and standardization of food products produced by the researchers and the FTRC clients (students and food manufacturers). The analytical services will include the following:

- Food Composition Analysis
- Physico-chemical Analysis
- Microbiological Analysis Services
- Sensory Evaluation Services
- Product Shelf-Life Testing Services

SCHEDULE OF FEES

FOOD PROCESSING FACILITY

MACHINE / EQUIPMENT	CAPACITY	SFS FEE per hour	
FISH AND MEAT PROCESSING			
Smokehouse Oven	30Kq - Meat, Fish, Poultry	PHP 120.00	
	20Kq - Fruits, Vegetables		
Food Dehydrator	8Kq - Meat, Fish, Poultry	PHP 80.00	
	5Kq - Fruits, Vegetable		
Meat Grinder	30 Kilograms	PHP 120.00	
Meat Slicer	20 Kilograms	PHP 120.00	
Bowl Chopper	30 Kilograms	PHP 25.00	
Sausage Linker	30 Kilograms	PHP 103.00	
Sausage Stuffer	30 Kilograms	PHP 110.00	
FRUITS AND VEGETABLES PROCESSING			
Vegetable Cutter	10Kq - Fruits, Vegetables	PHP 103.00	
Noodle Maker	30Kq - Fruits, Vegetables	PHP 97.00	
Pulverizer (hammer mill)	30Kq - Fruits, Vegetables/ Dried	PHP 110.00	
Pasteurizer	50 Liter	PHP 190.00	
BAKING AREA			
Industrial Mixer	20Kq/ Hr	PHP 95.00	
Industrial Gas Tube Oven	8Kq/ Hr	PHP 210.00	
Industrial Tube Electric-Gas Oven (2-door)	6Kq/ Hr	PHP 186.00	
PACKAGING MACHINE/ EQUIPMENT			
Vacuum Packaging	180 packs/ Hr	PHP 125.00	
Continuous Band Sealer	600 packs/ Hr	PHP 120.00	
Impulse Sealer	900 packs/ Hr	PHP 120.00	
Impulse Sealer (Pedal type)	1200 packs/ Hr	PHP 125.00	
Vertical Form-Fill-Seal Machine	7500 packs/ Hr	PHP 150.00	
FOOD ANALYTICAL SERVICES			
Sensory Evaluation	Analytical and Affective Method	Scientific method to evoke, measure, analyse and interpret those responses to products as perceived through the senses of sight, smell, touch, taste, and hearing	Proposal Based
Shelf-life Determination	Analytical and Affective Method	Can help determine how long the product, under normal handling and storage, can maintain its taste, quality, microbial, chemical, and physical properties, remain wholesome, and meet the nutritional claims and declarations that are printed on the label	Proposal Based

CHEMICAL & PHYSICO-CHEMICAL ANALYSIS

ANALYTE/ ANALYSIS	METHOD	TESTING FEE (Php)
Moisture	Thermo-gravimetric	390.00
pH	AOAC 98112	280.00
Water Activity	Water Activity Meter	350.00
Total Titrolable Acidity	Titrimetric	510.00
Peroxide Value	Titrimetric	570.00
Free fatty Acid	Titrimetric	475.00
Brix Reading	Refractometer	270.00
Color	Colorimetry	360.00
Crude fat	Solvent Extraction	920.00
Crude Protein	Kjeldahl	950.00
Ash	Gravimetric	530.00
Turbidity	Nephelometric	280.00
Conductivity	Conductivity Meter	280.00
Filth	Microscopy	390.00
Temperature	Thermometer-SMEWW	190.00
Total Kjeldahl Nitrogen	Kjeldahl Digestion	910.00
MICROBIOLOGICAL ANALYSIS		
Aerobic Plate Count	Pour Plate	530.00
Total Coliform Count	Pour Plate, MPN	530.00
E. coli Count	MPN	950.00
Molds and Yeast Count	Spread Plate	530.00
Salmonella sp Detection	Conventional	950.00
Staphylococcus aureus Count	Spread Plate	760.00
Environmental Swabbing	Luminometer - ATP Monitoring System	530.00
Air Sampling	Sedimentation	530.00



Office of Innovation and Business Development

Internal Services



1. Processing of Requests for Copyright Deposit Assistance

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

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
2. For External Clients , Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
3. For Internal Clients , Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)		Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/WaiverandTransfer		
4. Accomplished and Duly Signed Inventor's/Author's Profile Form TSU-TTO-SF-24 (1 Original Copy/Electronic Copy)		Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/Inventor-AuthorProfile		
5. Valid ID with 3 Specimen Signatures (3 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



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



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

**Copyright deposit assistance is covered under RA 8293.*

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOP HL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of copyright deposit to Intellectual Property Office of the Philippines (IPOP HL).



2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division:	Office of Innovation and Business Development (OIBD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
2. Accomplished Request to Use University Trademarks Form <i>TSU-TTO-SF-20</i> (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/RequestToUseMarks		
3. Letter of Intent Addressed to the University President (1 Original Copy)		The client will provide		
4. Mock-Up for Each Design (1 Original Copy)				
5. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head, Staff</i> Office of Innovation and Business Development
2. For Approved Requests: Receive notification on the schedule of negotiation and signing of the	2. Notifies the client of the result of the evaluated request through the available platform. If approved, Notifies the client on the schedule	None	5 minutes	<i>Staff</i> Office of Innovation and Business Development

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



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

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

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



3. Process for Technology Transfer and Commercialization Assistance

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

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD-TLD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
2. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
3. Valid ID with Three (3) Specimen Signatures (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head or Staff</i> Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department

<p>3. For Technology Transfer: Attend negotiation meeting via online or face-to-face.</p> <p>For Commercialization: Attend series of meeting together with Department of Science and Technology (DOST).</p>	<p>3. For Technology Transfer: Negotiates and completes the license agreements.</p> <p>For Commercialization: Facilitates and attends to scheduled meetings and prepare documentary requirements.</p>	<p>None</p> <p>None</p>	<p>2 working days</p> <p>2 months</p>	<p><i>Director</i> Office of Innovation and Business Development</p> <p><i>Director, Head, & Staff</i> Office of Innovation and Business Development</p>
<p>4. For Technology Transfer: Receive notification regarding the scheduled signing of Non-exclusive Licensing Agreement.</p> <p>For Commercialization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.</p>	<p>4. For Technology Transfer: Informs the client on the schedule of signing of Non-exclusive Licensing Agreement.</p> <p>For commercialization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>1 month</p>	<p><i>Staff</i> Technology Licensing Department</p> <p><i>Director, Head, & Staff</i> Office of Office of Innovation and Business Development</p>
<p>5. Attend on the scheduled signing of agreement.</p>	<p>5. Facilitates signing of license agreement, and notarizing the signed agreement.</p>	<p>None</p>	<p>2 working days</p>	<p><i>Director, Head, & Staff</i> Office of Innovation and Business Development</p>



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

**Technology Transfer and commercialization Assistance is covered under RA 10055*

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



4. Processing of Requests for Trademark Application Assistance

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

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide		
3. Mark to be Registered (1 Electronic Copy)				
4. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
2. Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



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



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

**Trademark Assistance is covered under R.A. 8293.*

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOP HL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of trademark applications to Intellectual Property Office of the Philippines (IPOP HL).



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

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

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



**Office of the Vice President for Research and
Extension Services
Internal Services**



1. Processing of Endorsed Communication from the Office of the University President

The service allows the processing of communications endorsed by the Office of the University President. This involves the determination of appropriate office and action for the endorsed communication.

Office or Division:	Office of The Vice President for Research and Extension Services (OVPRES)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Form <i>TSU-OUP-SF-01</i> (1 Original Copy)		The client will provide		
2. Letter/Request addressed to President (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed endorsement to the Office of the Vice President for Research Development and Extension.	1.1 Receives and reviews the contents of the endorsement.	None	2 minutes	<i>Staff</i> Office of The Vice President for Research and Extension Services
	1.2 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	3 working days	<i>Vice President</i> Office of The Vice President for Research and Extension Services
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	<i>Staff</i> Office of The Vice President for Research and Extension Services
TOTAL:		None	3 Working Days, 1 Hour & 2 Minutes	



2. Processing of Inter-office Communication and Transaction

This allows for processing of inter-office communications and transactions such as request to serve meals, letter requests, travel order, and Individual Performance Commitment And Review (IPCR)/ Department Performance Commitment And Review (DPCR)/ Office Performance Commitment And Review (OPCR).

Office or Division:	Office of The Vice President for Research and Extension Services (OVPRES)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Request Letter				
1. Request Letter (3 Original Copies)		The client will provide		
B. For Request to Serve Meals				
1. Notice of Meeting and/or Approved Letter/Endorsement (1 Photocopy)		The client will provide		
C. For Travel Order				
1. Approved letter (1 Original Copy)		The client will provide		
2. Endorsement, <i>if applicable</i> (1 Original Copy)				
3. Student Authority to Travel, <i>if applicable</i> (1 Original Copy)				
D. For Individual Performance Commitment and Review (IPCR)/ Department Performance Commitment and Review (DPCR)/ Office Performance Commitment and Review (OPCR)				
1. Accomplishment Report, <i>if applicable</i> (1 Original Copy)		The client will provide		
2. Certificate in Seminars <i>if applicable</i> (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Research, Development and Extension.	1.1 Receives and reviews the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	2 minutes	<i>Staff</i> Office of The Vice President for Research and Extension Services
	1.2 Signs or acts on the inter-office communication and/or transaction.	None	3 working days	<i>Vice President</i> Office of The Vice President for Research and Extension Services



2. Receive the action or signed inter-office communication and/or transaction.	2. Log-out of outgoing communication and/or transaction from another office	None	5 minutes	<i>Staff</i> Office of The Vice President for Research and Extension Services
TOTAL:		None	3 Working Days & 7 Minutes	



Office of University Extension Services

Internal Services



1. Processing and Evaluation of Extension Proposal

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons, College Extension Technical Staff, and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Form (1 Original Copy)		Office of the University President		
2. Accomplished Extension Service Request Form <i>TSU-OES-SF-01</i> (1 Original Copy)		Downloadable from TSU Website https://www.tsu.edu.ph/media/eehh2v5f/sf01-extension-service-request-form.docx		
3. Request letter addressed to the University President (1 Original Copy)		The client will provide		
4. Accomplished Extension Service Proposal Form <i>TSU-OES-SF-02</i> (2 Original Copies)		Office of the University Extension Services		
5. Activity program (1 Original Copy)		The client will provide		
6. Accomplished Extension Service Proposal Review and Endorsement Form <i>TSU-OES-SF-03</i> (1 Original Copy)		Office of the University Extension Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit extension documents (Extension Activity Proposal with Supporting Attachments) to Office of University Extension Service at the Lucinda Campus.	1.1 Receives and conducts initial assessment of extension documents	None	15 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews and evaluates extension documents	None	2 working days	<i>Department Head/s</i> Office of University Extension Service
	1.3 Sends notification regarding the result of review, or if with concerns on the submitted extension documents	None	1 working day	<i>Department Head/s</i> Office of University Extension Service
	1.4 Prepares evaluation report and	None	1 hour	<i>Department Head/s</i> Office of University



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



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



2. Processing of Request for Extension Document

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	Faculty, Students, Partner-Beneficiaries, State Universities and Colleges, Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Extension Document Request Form <i>TSU-OES-SF-23</i> (2 Original Copies)		Downloadable from TSU Website https://www.tsu.edu.ph/media/yamaha4px/sf23-extension-document-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form at the Office of University Extension Service – Lucinda Campus.	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews the submitted request form.	None	10 minutes	<i>Department Head</i> Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> Office of University Extension Service
2. Receive the approval/disapproval notification.	2. Notifies the requesting person about the result of request.	None	1 working day	<i>Department Head</i> Office of University Extension Service
3. Receive or claim the requested extension documents (if approved).	3. Serves the request upon approval.	None	1 working day	<i>Clerk</i> Office of University Extension Service
TOTAL:		None	2 Working Days & 25 Minutes	



Office of University Research and Development

Internal Services



1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed of by TSU faculty and non-teaching personnel whose research has been published and cited in Scopus, ISI, Thompson Reuters, and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output at regional, national, and international conferences, including awards from conferences, are eligible for the grant of research output incentives.

The services also increase the research publication and presentation outputs of TSU. The university shoulders the registration fee of researchers who will present at international, national, and regional conferences and forums, as well as the publication fee for research that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters, and other refereed journals.

Office or Division:	Office of University Research and Development – Research Publication, Information and Communication Unit (RPICU)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	TSU Faculty Researchers	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
I. For Request for Research Output Incentives		
A. FOR PUBLICATION INCENTIVE		
1. Accomplished Request for Incentive of Research Publication <i>TSU-ORD-SF-56</i> (3 Original Copies)	Office University Research and Development or download at https://tsu.edu.ph/media/tm2ndx3m/tsu-ord-sf-56-request-for-incentive-of-research-publication.docx	
2. Journal Article Including Cover Page (Triplicate Copies)	The client will provide	
3. Copyright Page (Triplicate Copies)		
4. Editorial Board and Table of Contents of the Journal (Triplicate Copies)		
5. <i>If the paper has multiple TSU authors</i> , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> – (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx	
B. FOR CITATION INCENTIVE		
1. Accomplished Request for Incentive of Research Citation <i>TSU-ORD-SF-54</i> (3 Original Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/djsjxyye/tsu-ord-sf-54-request-for-incentive-of-research-citation-1.docx	
2. Copy of the citing article (Triplicate Copies)	The client will provide	
3. <i>If the paper has multiple TSU authors</i> , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx	



C. FOR PRESENTATION INCENTIVE	
1. Accomplished Request for Incentive of Research Presentation <i>TSU-ORD-SF-55</i> - (3 Original Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/jlvd0e2v/tsu-ord-sf-55-request-for-incentive-of-research-presentation-1.docx
2. Copy of the paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation (Triplicate Copies)	
4. Program of the Conference (Triplicate Copies)	
5. Certificate of Appearance (Triplicate Copies)	
6. Certificate of participation (Triplicate Copies)	
7. Travel order (If applicable) (Triplicate Copies)	
6. If the paper has multiple TSU authors , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> (Triplicate Copies)	
D. FOR WINNERS IN A RESEARCH COMPETITION/ORAL PRESENTATION	
1. Accomplished Request for Incentive as Winner in Research Competition / Presentation <u>Form</u> <i>TSU-ORD-SF-57</i> (3 original copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/5jopoax0/tsu-ord-sf-57-request-for-incentive-as-winner-in-research-competition_presentation.docx
2. Copy of the Paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation (Triplicate Copies)	
4. Program of the conference (Triplicate Copies)	
5. Certificate of appearance (Triplicate Copies)	
6. Certificate of recognition (Triplicate Copies)	
7. If the paper has multiple TSU authors , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> (Triplicate Copies)	
II. For Funding Request for Research Paper Presentation and Research Publication	
A. FOR FUNDING OF RESEARCH PRESENTATION	
1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx
2. Full Copy of the Paper (Triplicate Copies)	The client will provide
3. Invitation to the Presentation or Acceptance Letter (Triplicate Copies)	



4. Endorsement from any TSU Office/ College (Triplicate Copies)	TSU Office/College			
B. FOR FUNDING OF RESEARCH PUBLICATION				
1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx			
2. Full Copy of the Paper (3 Photocopies)	The client will provide			
3. Editorial Board of the Journal (Triplicate Copies)				
4. Table of Contents of the Journal Which Will Prove That the Research is Included in That Journal Issue (Triplicate Copies)				
5. Cover of the Publishing Journal (Triplicate Copies)				
5. Acceptance letter from the publishing journal (Triplicate Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements, as stated in the Checklist of Requirements, to the Office of University Research and Development at the TSU Lucinda Campus (hard copies).	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
	1.2 Attaches Approval of Funding Form	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
	1.3 For Research Output Incentives: Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it will be approved by Office of University Research and Development Director.	None	2 working days	Staff(s) Research Publication, Information and Communication Unit



	<p>For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already presented in the University's In-House Review. Also, the Office of University Research and Development Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the Office of University Research and Development Director.</p>			<p><i>Staff(s)</i> Research Publication, Information and Communication Unit</p> <p><i>Director</i> Office of University Research and Development</p>
	<p>1.4 Reviews the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.</p>	None	1 working day	<p><i>Chief Finance Officer</i> Finance Office</p>
	<p>1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President Administration for further approval and by the University</p>	None	3 working days	<p><i>Vice President</i> Office of the Vice President for Research Development and Extension</p> <p><i>University President</i></p>



	President for final approval.			Office of the University President
	1.6 Prepares the voucher for the incentive.	None	30 minutes	<i>Staff(s)</i> Research Publication, Information and Communication Unit
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	<i>Staff(s)</i> Research Publication, Information and Communication Unit
2. Receive a Notification Slip on the approval/disapproval of the request (via email).	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email).	None	30 minutes	<i>Staff(s)</i> Research Publication, Information and Communication Unit
TOTAL:		None	6 Working Days, 1 Hour & 50 Minutes	



2. Processing of Request for Test of Similarity Index

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

Office or Division:	Office of the University Research Development- Data Analytics Unit (OURD – DAU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Undergraduate Students (Type A Clients) TSU Master's Degree Students (Type B Clients) TSU Doctoral Degree Students (Type C Clients) Other interested institutions/agencies (Type D Clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Turnitin Run Request Form <i>TSU-ORD-SF-45</i> (1 Original Copy)		Office of Research Development or download at https://www.tsu.edu.ph/media/1bofemib/tsu-ord-sf-45-turnitin-run-request-form-1.docx		
2. Official Receipt of Payment for Test of Similarity Index/ Turnitin (1 Duplicate/ 1 Photocopy) *Refer to the table below for charges		TSU Cashiering Unit		
3. Manuscript/Article in .docx or .pdf Format (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the manuscript (Chapters 1 to 5) together with the other requirements to ursc@tsu.edu.ph	1. Receives and checks the completeness of submitted documents	None	30 minutes	<i>Staff-in-Charge</i> Data Analytics Unit
2. Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper for reference.	2. Uploads the manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%), informs the client via email. And gives a copy of the scanned	None	2 working days	<i>Staff-in-Charge</i> Data Analytics Unit



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

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



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

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

Office or Division:	Office of the University Research Development- Analytical Testing Laboratory			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Faculty Member(s) with no approved Research project – Type A Client(s) Other Interested Individuals – Type A Client(s) TSU Graduate Students – Type B Client(s) Non-TSU Students (High School and College), – Type C Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)		The client will provide		
2. For All Client Types – Accomplished Request for Analysis <i>TSU-PCL-SF-33</i> – (1 Original Copy)		Analytical Testing Laboratory		
3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (<i>TSU-PCL-SF-48</i>) (1 Original copy)		Analytical Testing Laboratory		
4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (<i>TSU-ORD-SF-01</i>) (1 Photocopy) b) Notice to Proceed (<i>TSU- ORD-SF-60</i>) (1 Photocopy)		The client will provide		
		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online platforms (MS Teams, Zoom Teleconferencing, Google Meet).	1. Attends initial meetings with the client to discuss other necessary requirements for the requested laboratory analysis or laboratory services and logs the client's name on the	None	1 hour	<i>Staff-in-Charge</i> Analytical Testing Laboratory



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



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

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



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

Note: One working day is equivalent to 10 hours.

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



4. Processing of Research Evaluation

The service allows TSU Faculty Researchers and TSU Non-Teaching Personnel to request for research evaluation.

Office or Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Research Capsule Proposal <i>TSU-ORD-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email rmcbu@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	<i>Staff(s)</i> Research Management and Capacity Building Unit
	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University <i>External Research Evaluator</i>
	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	<i>Staff(s)</i> Research Management and Capacity Building Unit
2. Receive the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	<i>Staff(s)</i> Research Management and Capacity Building Unit
TOTAL:		None	17 Working Days & 10 Minutes	



5. Processing of Research Proposal (Initial Evaluation of Research Proposals)

The service can be availed of by faculty researchers and TSU non-teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund research implemented by faculty and non-teaching personnel.

Office or Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Research Capsule Proposal <i>TSU-ORD-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	<i>Staff(s)</i> Research Management and Capacity Building Unit
	1.2 Initial Evaluation of the submitted research proposals	None	7 working days	<i>Staff(s)</i> Research Management and Capacity Building Unit <i>Director</i> Office of the University Research Development
2. Receive the result of the initial evaluation via email	2. Releases the results of the initial evaluation to all concerned researchers via email.	None	2 Working days	<i>Staff(s)</i> Research Management and Capacity Building Unit
TOTAL:		None	9 Working Days & 10 Minutes	



Research, Ethics and Review Committee

Internal Services



1. Processing of Application for Ethics Review

This service aims to assess, determine, and categorize (Exempted, Expedited or Full Board) the type of review for the research documents submitted by the TSU graduate students and faculty/personnel through initial study protocol of Tarlac State University Research Ethics Review Committee.

Office or Division:	Research Ethics Review Committee (RERC)
Classification:	For Exempted from Review: Complex For Expedited Review: Highly Technical For Full Board Review: Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	TSU Faculty and Graduate Student
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR APPLICATION FOR INITIAL REVIEW	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> - (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished and Duly Signed Certificate of Endorsement Letter <i>TSU-ERC-SF-012</i> (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/rysfyamh/tsu-erc-sf-12-certificate-of-endorsement-form-for-student-researchers.docx
3. Informed Consent Document <i>TSU-ERC-SF-42</i> English and Filipino Version (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/vcpclwam/tsu-erc-sf-42-informed-consent-document.docx
4. Accomplished Informed Assent Form <i>TSU-ERC-SF-48</i> English and Filipino Version for Studies Involving Minors and Relevant Populations Deemed Incompetent to Sign an Informed Consent Form (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-minors-or-children-12-to-under-15-years-old.docx
5. Cover Letter Request Letter to the Chairperson (2 Original Copies)	The client will provide
6. Research Protocol The protocol must include the following: a. Title b. Objectives of the Study c. Significance of the Study d. Literature Review e. Methodology f. Procedures g. Description of the Study Population h. Exclusion/Inclusion Criteria i. Data Analysis Plan j. Ethical Considerations (1 original copy)	
7. Study Tools which includes the following: a. <i>survey questionnaires</i>	



<p>b. <i>interview guide, case report form</i></p> <p>c. <i>posters/advertisements for recruitment, etc.</i></p> <p>(1 Original Copy per Document)</p>	
8. Curriculum Vitae of the Researcher/s (1 original copy)	
9. For Students , Adviser's Curriculum Vitae <i>for students</i> (1 Original Copy)	
B. FOR RESUBMITTED RESEARCH PROTOCOLS (EXPEDITED AND FULL BOARD REVIEW)	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished Revised Informed Consent Document <i>TSU- ERC-SF-42</i> English and Filipino Version (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/vcpclwam/tsu-erc-sf-42-informed-consent-document.docx
3. Revised Informed Assent Form <i>TSU-ERC-SF-48</i> English and Filipino version, <i>if applicable</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-minors-or-children-12-to-under-15-years-old.docx
4. Review of Resubmitted Protocol <i>TSU-ERC-SF- 40</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/etnh5ish/tsu-erc-sf-40-review-of-resubmitted-protocol-form.doc
5. Revised Research Protocol (2 Original Copies)	The client will provide
C. FOR FINAL REVIEW APPROVAL	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished Final Report Form <i>TSU-ERC-SF-30</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/i5upnnnw/tsu-erc-sf-30-final-report-form.docx
3. Completed Research Study (1 Original Copy)	The client will provide
4. Final Manuscript for Students (1 Original Copy)	
5. Signed Informed Consent Document English and Filipino Version (3 Original Copies)	
6. Signed Informed Assent English and Filipino Version (3 Original Copies)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Application for Initial Review				
1. Submit study documents for initial review to TSU Research Ethics Review Committee.	1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review.	None	20 minutes	Secretariat Research Ethics Review Committee
	1.2 Informs Principal Investigator on the completeness of the documents. <i>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</i>			
	1.3 Secures submitted documents and materials.			
	1.4 Stamps, signs and indicates the date of receipt on the cover letter to acknowledge acceptance of the documents.			
2. Receive photocopies of the submitted documents.	2. Issues a photocopy of the submitted complete documents to the Principal Investigator for their record and secures original copies.	None	15 minutes	Secretariat Research Ethics Review Committee
3. Assessment and Categorization of the Study Protocol Type of Review	3.1 Assesses and categorizes the study protocol's type of review.	None	Exempted from Review: 30 minutes	Chairperson Research Ethics Review Committee
	3.2 Conducts assessment and categorization of		Expedited Review: 3 hours	
			Full Board Review: 3 hours	



	<p>the study protocol type of review.</p> <p><i>Note: Documents may be categorized as Exempted from Review, Expedited or Full Review.</i></p>			
4. Review of Research Protocols.	4. Reviews the Research Protocol by the Primary Reviewer.	None	Exempted from Review: 3 working days	<i>Chairperson</i> Research Ethics Review Committee
5. Action on the reviewed research protocol	5. Drafts the ethical clearance whether the study is exempted from the review/ expedited/ full board review based on returned reviews.	None	15 minutes	<i>Chairperson & Secretariat</i> Research Ethics Review Committee
6. Updates the status of the initial review of protocol.	6. Receives an update about the status of the initial review of research protocol	None	5 minutes	<i>Principal Investigator & Secretariat</i> Research Ethics Review Committee
7. Receives Ethical Clearance.	<p>7. Releases Ethical Clearance.</p> <p><i>Note: Upon completion of the process, the research protocol may be exempted from expedited and full board review as per metric stated at the last portion of the process.</i></p>	None	5 minutes	<i>Secretariat</i> Research Ethics Review Committee
<p>8. For Expedited and Full Board Review:</p> <p>Resubmit Revised Research Protocols and other pertinent documents.</p>	8.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat</i> Research Ethics Review Committee
	8.2 Informs Principal Investigator on the completeness of submitted documents.	None		

	<i>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</i>			
	8.3 Secures submitted documents and materials.	None		
	8.4 Reviews the research protocol.	None		
9. For Expedited and Full Board Review: Review of the resubmitted revised research protocols	9. Reviews the research protocol by the Primary Reviewer.	None	Expedited: 14 working days Full Board Review: 21 working days	<i>Primary Reviewer/s & All members</i> Research Ethics Review Committee
10. Action on the reviewed resubmitted research protocol	10.1 Drafts the Ethical Clearance forwarded from Expedited/ Full Board research protocol based on returned reviews.	None	20 minutes	<i>Chairperson & Secretariat</i> Research Ethics Review Committee
	10.2 Signs the Ethical Clearance.			
11. Updates the status of the resubmitted protocol.	11. Receives an update about the status of the resubmitted research protocol.	None	5 minutes	<i>Principal Investigator & Secretariat</i> Research Ethics Review Committee
12. Receives Ethical Clearance	12. Release Ethical Clearance	None	5 minutes	<i>Principal Investigator & Secretariat</i> Research Ethics Review Committee
13. For Final Report: Submit final report with the final research paper and other pertinent documents.	13.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat</i> Research Ethics Review Committee



	13.2 Informs Principal Investigator on the completeness of submitted documents.			
	13.3 Secures submitted documents and materials.			
	13.4 Reviews the Protocol.			
14. Review of the Final Report	14. Reviews the research protocol by the Primary Reviewer.	None	7 working days	Chairperson Research Ethics Review Committee
15. Action on the reviewed Final Report	15.1 Drafts the Final Report Approval letter forwarded from expedited review/ full board review based on returned reviews.	None	20 minutes	Chairperson & Secretariat Research Ethics Review Committee
	15.2 Signs the Final Report Approval.			
16. Receives Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
TOTAL FOR EXEMPTED FROM REVIEW:		None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL OF EXPEDITED REVIEW:		None	21 Working Days, 5 Hours & 25 Minutes	
TOTAL OF FULL BOARD REVIEW:		None	28 Working Days, 5 Hours & 25 Minutes	

* **Exemption from Review** – protocols which involve less than minimal risk falls under this category. Minimal risk would be defined as one which may be anticipated as harm or discomfort not greater than that encountered in routine daily life activities of general population or during the performance of routine physical or psychological examinations or tests etc.

* **Expedited Review** – protocols that (1) do not entail more than minimal risk to the study participants, and (2) do not have study participants belonging to a vulnerable group, and (3) does not generate vulnerability. Protocols involving no more than minimal risk and maybe for minor changes in approved research, annual renewals of approved projects, approval of protocol amendments, research conducting health record review, and for confirming changes required by the TSURERC for approval of the protocol (PNHRS, 2011).



** **Full Board Review** – A full review shall be conducted when a proposed study entails more than minimal risk to study participants, or when study participants belong to vulnerable groups, or when a study generates vulnerability to participants. Such a protocol shall be deliberated and decided upon during a regular meeting, preferably within three weeks after submission of required documents and upon recommendation of a primary reviewers.*