CARAGA STATE UNIVERSITY

CITIZEN'S CHARTER

2025 (1st EDITION)

VISION

A socially-engaged digital, innovation, and entrepreneurial university excelling globally in science, engineering, and the arts by 2028.

MISSION

As a transformative university, CSU is a responsible steward of problem-solvers and value creators who are driven to create a sustainable future for the region, the nation, and beyond.

GENERAL MANDATE

Caraga State University shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture and environmental studies, fishery, engineering, forestry, industrial technology, education, law, medicine and other health related programs, information technology, arts and sciences and other related courses. It shall undertake research and extension services, and provide progressive leadership in its areas of specialization.

CORE VALUES

Competence, Service and Uprightness

LIST OF SERVICES

A. CSU-MAIN CAMPUS

▪ OFFICE OF HUMAN RESOURCE MANAGEMENT SERVICES

▪ OFFICE OF THE UNIVERSITY PRESS

▪ RECORDS MANAGEMENT OFFICE

▪ SUPPLY AND PROPERTY MANAGEMENT OFFICE

▪ OFFICE OF THE CAMPUS SAFETY AND SECURITY

• OFFICE OF STUDENT LEADERSHIP AND DEVELOPMENT

▪ ALUMNI RELATIONS OFFICE

▪ OFFICE OF THE UNIVERSITY CENTER FOR CULTURE AND THE ARTS

● DIVISION OF RESOURCE GENERATION AND ENTREPRENEURIAL SERVICES

● TECHNOLOGY TRANSFER AND LICENSING OFFICE (TTLO)

B. CSU-CABADBARAN CAMPUS

▪ OFFICE OF THE COUNSELING AND CAREER SERVICES (OCCS)

▪ OFFICE OF THE ADMISSION AND SCHOLARSHIP

▪ OFFICE OF STUDENT AFFAIRS AND SERVICES (OAS)

Service	***Service Category***	***Page***
1. Student ID Validation	Internal and External	**130-131**
2. Student ID Application	Internal and External	**132-133**
3. Application for the Issuance of a Certificate of Good Moral Character (CGMC)	Internal and External	**134-135**
4. Signing of Clearance	Internal	**135-137**

▪ OFFICE OF THE CAMPUS REGISTRAR

Service	***Service Category***	***Page***
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4.Claiming of Requested Academic Data or Report	Internal and External	**145-146**

▪ LIBRARY AND INFORMATION SERVICES UNIT

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2. Library Reference Assistance/Guidance	Internal	**148-149**
3. Circulation - Borrowing Services	Internal	**149-150**
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6. Library Signing of Clearance	Internal	**152-153**
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▪ OFFICE OF HEALTH SERVICES UNIT (CLINIC)

Service	***Service Category***	***Page***
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2. Blood Pressure Monitoring	Internal	**155-156**
3. Wound Dressing	Internal	**156-157**

CARAGA STATE UNIVERSITY

- **GUIDANCE AND COUNSELING OFFICE**

1. Psychological Testing

An appraisal of the student/client's strengths, weaknesses, and tendencies by the use of psychological tests to facilitate self-understanding and positive change.

Schedule of availability of service: Monday to Friday (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Office of the Counseling and Career Services
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University, CSU Employees and Outside Clients with MOA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For enrolled students:	
1. Filled-out Referral Form (1 original, for referred students only)	College Guidance Counselor/ Associate
2. School ID (1 original)	Student
For CSU Employees:	
1. Request letter from HRMSO	CSU- HRMSO
2. Official Receipt (1 original)	CSU- Cashier's Office
3. Valid ID (1 original)	Employee's ID
For Outside Clients:	
1. Memorandum of Agreement (MOA) between CSU and the referring agency (1 copy)	Issued by the referring agency
2. Valid ID (1 original)	Any Government ID (e.g. BIR, GSIS, Passport, etc.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Psychological Testing	1.1 Receive and Identify Client 1.2 Check requirements	None	5 minutes	Psychometrician Testing Unit Division Staff
For CSU employee/ Outside Client only: 2. Receive Testing Slip	2. Issue Testing Slip where the amount to be paid and the type of test to be taken are indicated.	None		Psychometrician Testing Unit Division Staff
For CSU employee/applicant only: 3. Pay to the cashier	3.1 Check Testing Slip 3.2. Issue Official Receipt	**Php. 250.00-300.00** *(per test)*	5 minutes	*Cashier* CSU Cashier's Office
4. Register in the Psychological Testing Logsheet	4. Check the Official Receipt	None	5 minutes	Psychometrician Testing Unit Division Staff
5. Take the Test	5. Administer the Test	None	As prescribed (maximum of 4 hours)	Psychometrician
6. Claim Test Result	6.1 For students, release the test result directly to the assigned Guidance Counselor/ Associate. 6.2 For CSU employees, submit the result to HRMSO.	None	10 working days & 10 minutes	Psychometrician Guidance Counselor/ Associate HRMSO Requesting agency (for those with MOA)

	6.1 For outside clients with MOA, submit the result to the requesting agency.			
7. Evaluate Service	7.Facilitate the Client Satisfaction Measurement Survey	None	5 minutes	Psychometrician Testing Unit Division Staff
	TOTAL	**Php 250.00-300.00** *(per test)*	**10 days, 4 hours and 32 minutes**	

2. Counseling

Individual and/or group intervention designed to facilitate positive change in student behavior, feelings, and attitude. A gender sensitive, face to face interaction between client and counselor.

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Guidance and Counseling Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. For Referred student: 1. Call Slip (1 original) 2. Valid ID (1 original)	Guidance Counselor / Associate Student
II. Walk-in student: 1. Student ID (1 original)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the requirements	1.1 Receive Students 1.2 Check requirements	None	3 minutes	College Guidance Counselors/ Associates
2. Register in the Counseling Log sheet	2. Retrieve student record	None	2 minutes	College Guidance Counselors/ Associates
3. Undergo counseling proper/ intake interview	3. Conduct Counseling/ intake interview	None	55 minutes	College Guidance Counselors/ Associates
4. Evaluate Counseling Service	4.Facilitate the Client Satisfaction Measurement Survey	None	5 minutes	College Guidance Counselors/ Associates
	TOTAL	None	**1 hour & 5 minutes**	

● OFFICE OF ADMISSION & SCHOLARSHIP (OAS)

1. Admission Testing

Administration of teacher made Admission Test to assess incoming freshmen student's general academic suitability to both senior high school and college education.

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Office of Admission and Scholarship (OAS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University, CSU Employees and outsiders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Senior High School Students:	
1. Online Application Number (online)	MIS office – visit website @ carsu.edu.ph
2. Application for Admission Form from SHS (1 original)	Senior High School office
3. 2x2 picture (1 pc.)	Incoming Student
4. Official Receipt (1 original)	CSU Cashier's Office- Cashier
For College Students:	
1. Online Application Number (online)	MIS office – visit website @ carsu.edu.ph
2. Valid ID (1 original)	Student
3. 2x2 picture (1 pc)	Student

For Graduate School Students: 1. Online Application Number 2. Official Receipt (1 original) 3. Valid ID 4. 2x2 picture (1 pc.)			MIS office – visit website @ carsu.edu.ph CSU Cashier's Office- Cashier Student Student	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go online registration at https://myschool.carsu.edu.ph/index.php?q=applicatio n-admission **Note: SENIOR HIGH SCHOOL(SHS) APPLICANTS: Get your Application for Admission Form at the Senior High School Director's Office*	1. Interview Applicants	None	20 minutes	*Systems Administrator* MIS Office *Senior High School Staff* SHS Office
2. Pay the testing fee at the University Cashier's Office *(Only for Graduate Programs and Senior High School Students)* **Note: Check the link below for the **Quick Guide** for*	2. Receive payment and release Official Receipt	**Php. 250.00** *(for SHS)* **Php. 400.00** *(for Graduate Programs)*	15 minutes	*Cashier* Cashier's Office

payment through Palawan and GCash. https://bit.ly/csu-onlinepayment-guide				
3. Scheduling for Examination	3. Online Appointment Schedule	None	15 minutes	*Guidance Counselor*
4. Administration of Exam	4. Required Admission Test Slip and Answer Sheets	None	15 minutes	*Guidance Counselor*
5. Processing of Test Results	5. Segregate of Test Results	None	10 minutes	*University Psychometrician and System Administrator*
6. Setting of Program Cut- Off Score	6. Cut- Off Score Program Offering	None	10 minutes	*University Psychometrician and System Administrator*
7. Releasing of Test Results	7. Notification for Admission Confirmation	None	10 minutes	*System Administrator*
	TOTAL	**Php. 250.00** *(for SHS)* **Php. 400.00** *(for Graduate Programs)*	**1 hour & 35 minutes**	

2. Assigning of Student ID Number

Assigning Student Identification number for the newly enrolled students of Caraga State University.

Schedule of availability of service: Monday to Friday (08:00 AM - 05:00 PM) (within the prescribed days for enrollment)

Office or Division:	Office of Admission and Scholarship (OAS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. Primary Requirements	
1. Entrance Examination Result Claim slip/CSU Scholarship and Admission Test Result (1 original)	Issued from the Guidance and Counseling Center
2. DepEd Form 138 (incoming freshman) or Certificate of Transfer Credentials/Honorable Dismissal (incoming transfer student) or Transcript of Records. (1 original)	Incoming freshman/transfer students - School last attended.
B. Additional Requirements	
1. Long Brown Envelope containing the following: Philippine Statistics Authority (PSA) Authenticated Copy of Birth Certificate (1 Photocopy, Original copy must be presented for comparison purpose only)	Philippine Statistics Authority

• If the entries are not readable, please secure a duly accomplished Loca Civil Registrar Form 1A from the Civil Registrar's Office where one's birth was registered (1 original)	Local Civil Registry Office
• If the PSA issues certification that the birth was not registered, please secure a copy of the said certification of Negative Birth Registry and the Local Birth Certificate acknowledged by the Local Civil Registrar. (1 Photocopy of the Philippine Statistics Authority (PSA) Authenticated Copy of Marriage Contract, for married students only, 1 original copy of any of the aforesaid must be presented for comparison purpose only)	PSA, Local Civil Registry Office
• Duly Accomplished Student Personal Record (SPR) (1 original) Certificate of Transfer Credentials/Honorable Dismissal with attached Transcript of Records (TOR) with remarks "for evaluation purposes only" issued by the School Last Attended. *(This is required for "Incoming Graduate Program Students for other School", "Transferee" and "Unit Earner" students only) (1 Original copy)*	Last School Attended
• CSU TOR (1 photocopy) *(This is required for "Incoming Graduate Program Students who are graduate from CSU student only).*	Caraga State University
• Certificate of Good Moral Character from School Last Attended (1 original)	Last School Attended
• 1 pc 2x2 ID picture (recent with white background)	Incoming Students
• Parents Income Tax or Certificate from BIR (1 photocopy)	BIR
• Medical Certificate with Chest X-ray result	DOH accredited Health Clinics
• Registrar's Copy of the Duly Accomplished Enlistment of Courses Form	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all the documentary requirements to the Office of Admission and Scholarship	1. Receives and evaluates all documentary requirement presented 1.1 Assigns **Student ID No.** and updates the on-line **NSAE Entry Form** and **Student's information Data Module**	None	10 minutes	*Wilchar Bermoy/ Eve Siannie K. Kuizon Office Staff* OAS *Director, OAS* Office of Admission & Scholarship
2. Receives the printed SPR ● Affixes signature on the printed SPR ● And signs in the ID number and SPR releasing log-book	2. Gives the printed SPR and asks the client to carefully read the SPR and affix his/her signature on the space provided 2.1 Asks the client to sign in the ID number and SPR releasing log-Book	None	3 minutes	*Wilchar Bermoy/ Eve Siannie K. Kuizon Office Staff* OAS *Director, OAS* Office of Admission & Scholarship
	TOTAL:	**None**	**13 Minutes**	

3. Validation of Student in the Scholarship Program

This service validates qualified students who applied for the Scholarship Program.

Schedule of availability of service: Monday to Friday (08:00 AM – 05:00 PM)

<table>
<tr><td>Office or Division:</td><td colspan="4">Office of Admission and Scholarship (OAS)</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizen</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All bonafide students of Caraga State University</td></tr>
<tr><th colspan="3">CHECKLIST OF REQUIREMENTS</th><th colspan="2">WHERE TO SECURE</th></tr>
<tr><td colspan="3">1. Certificate of Scholarship or Scholarship endorsement (if available) (1 original)</td><td colspan="2">Authorized personnel of the agency offering the scholarship program</td></tr>
<tr><td colspan="3">2. Printed Certificate of Registration (COR) (1 original)</td><td colspan="2">Enrolled Student</td></tr>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr>
</table>

1. Presents all the documentary requirements to the Office of Admission and Scholarship	2. Receives and evaluates all documentary requirements presented 2.1 Validates the scholarship in the **ADD Scholarships** data module 2.2 Stamps the COR with the identified Scholarship Program	None	7 minutes	*Wilchar Bermoy/ Eve Siannie K. Kuizon, Office Staff* OAS *Director, OAS* Office of Admission & Scholarship
2. Receives the COR with Scholarship validation stamp	2. Advices the student to proceed to: 2.1 Sign in the Request for Refund Log-book *(if the student has already paid for his/her tuition and other school fees)* 2.2 Cashier for payment of remaining account *(for partial subsidy grants only)*	None	3 minutes	*Wilchar Bermoy/ Eve Siannie K. Kuizon, Office Staff* OAS *Director, OAS* Office of Admission & Scholarship
	TOTAL:	**None**	**10 Minutes**	

● OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

1. Student ID Validation

Validation of all student’s ID.

Schedule of availability of service: Monday to Friday (09:00 AM – 11:00 AM & 1:00 PM – 4:00 PM) *(within 1 month after the last day of enrollment)* **and *Every Wednesday (1:00 PM - 03:00 PM)*** *(within the current semester; for late validation of student ID)*

Office or Division:	Office of Student Affairs and Services (OSAS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated Certificate of Registration (COR) for the current semester (1 original copy) 2. Student’s Identification (ID) card (1 original)	CSU Colleges (CED, CAS, CEGS, CCIS, CAA, COFES) - Student’s Adviser MIS Office – Assigned Office Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all the original	1. Receives and evaluates	None	3 minutes	*Frande Lear T. Guillera/ Jayno B. Ayon*

validated COR and Student's Identification Card to the OSAS Personnel at the Office of Student Affairs and Services	all requirements presented 1.1 Delete the corresponding student ID No. in the "Unvalidated ID clearance module 1.2 Stamps and sign the COR with ID validation mark. 1.3 Places a validation sticker to the student's ID card.			*Office Staff* OSAS *Jeza Jahziel B. Ocampos, Admin Aide III* OSAS *Director, OSAS* Office of Student Affairs & Services
2. Receives the COR and the validated ID card from the OSAS Personnel at the Office of Student Affairs & Services	2. Reminds the student to visibly wear his/her student ID card at all times while inside the University premises.	None	1 minute	*Frande Lear T. Guillera/ Jayno B. Ayon* *Office Staff* OSAS *Jeza Jahziel B. Ocampos, Admin AO II* OSAS *Director, OSAS* Office of Student Affairs & Services
	TOTAL	**None**	**4 minutes**	

2. Application for the Issuance of a Certificate of Good Moral Character (CGMC)

Filing an application for the Issuance of Certificate of Good Moral Character (CGMC).

Schedule of availability of service: Monday to Friday (08:00 AM – 05:00 PM)

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

A. Primary Requirements 1. Duly accomplished CGMC Request Form (1 original copy) 2. Duly accomplished Student's Clearance (online) 3. Valid Identification Card (1 original copy) 4. Official receipt as proof of payment for the Issuance of CGMC (1 original copy) **B. Additional Requirements (in case, a second person files the request)** 1. Duly accomplished Authorization Form (1 original) 2. Student's ID card (One (1) photocopy, and presents the original ID for verification purpose only) 3. Authorized person's ID (One (1) photocopy and presents the original ID for verification purpose only)	Office of Student Affairs & Services Should be accomplished through online (Student Online Account) Student ID card Cashier's office Student or Client being represented Student or Client being represented Any government issued ID card of the authorized representatives such as BIR, UMID, PhilHealth, and etc.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all the original copies of documentary requirements to the Office of Student Affairs and Services	1. Receives and evaluates all documentary requirements presented 2. 1.1 Requests the client to fill out the Request for CGMC Logbook.	None	5 minutes	*Frande Lear T. Guillera Office Staff* OSAS *Director, OSAS* Office of Student Affairs & Services

2. Fill out and affix his/her signature in the Request for CGMC Logbook	2. Waits until the client finished on affixing his/her signature	None	15 seconds	*Frande Lear T. Guillera Office Staff* OSAS *Director, OSAS* Office of Student Affairs & Services
3. Waits for the verbal confirmation/instruction from the responsible OSAS personnel.	3. Advices the client to claim the CGMC within the scheduled date and time of release 3.1 Advices the client to purchase and bring one (1) documentary stamp (per copy of CGMC) upon claiming the requested document.	P 75.00	2 minutes	*Frande Lear T. Guillera Office Staff* OSAS *Director, OSAS* Office of Student Affairs & Services
	TOTAL	**P 75.00**	**7 Minutes and 15 seconds**	

3. Unblocking the "Blocked" Students in the Online Clearance

Unblocking online clearances of students.

Schedule of availability of service: Monday to Friday (08:00 AM – 05:00 PM)
*(**for semestral clearance purposes:** within two weeks before final examination until a day before the first day of enrollment and **for other purposes:** anytime within office hours)*

Office or Division:	Office of Student Affairs and Services	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All bonafide students of Caraga State University	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
A. Primary Requirements		
1. Proof of sanction completion (signed by the authorized person for a specific sanction given) (1 original)		The student shall secure a proof of completion from authorized person/office.
B. Additional Requirements (for students occupying the University's housing facility or recognized boarding houses)		
1. Dormitory / Boarding House Clearance (1 original)		Landlord
2. Official receipt as proof of payment for Dormitory Occupancy (One (1) photocopy and presents the original for verification purposes only)		Landlord

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all the documentary requirements to the OSAS Personnel at the Office Students Affairs and Services	1. Receives and evaluates all documentary requirements presented	None	3 minutes	*Frande Lear T. Guillera/ Jayno B. Ayon* *Office Staff* OSAS *Jeza Jahziel B. Ocampos, Admin Aide III* OSAS
				Director, OSAS Office of Student Affairs & Services
2. Waits for the verbal confirmation from the OSAS Personnel.	2. Gives a verbal confirmation that the student is already cleared in OSAS	None	1 minute	*Frande Lear T. Guillera/ Jayno B. Ayon* *Office Staff* OSAS *Jeza Jahziel B. Ocampos, Admin Aide III* OSAS *Director, OSAS* Office of Student Affairs & Services
	TOTAL:	**None**	**4 minutes**	

- ## OFFICE OF UNIVERSITY REGISTRAR

1. Enrollment of New Undergraduate Entrant Students

The process that Freshmen Undergraduate Entrants must undergo to become bona fide students at the University after being admitted and meeting its requirements also provides new entrants with steps and guides, along with corresponding support from the University's service providers. This process begins with the entrant completing a Pre-Enlistment Portal and concludes with the issuance of the student's validated Online Certificate of Registration (COR).

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

<table>
<tr><td>Office or Division:</td><td colspan="4">Office of the University Registrar</td></tr>
<tr><td>Classification:</td><td colspan="4">Highly Technical</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizen</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All New Entrants Undergraduate Students who would like to enroll in Caraga State University</td></tr>
<tr><th colspan="3">CHECKLIST OF REQUIREMENTS</th><th colspan="2">WHERE TO SECURE</th></tr>
<tr><td colspan="3">All printed copies of the requirements set forth for “Admission and Securing Student’s ID number” procedure.</td><td colspan="2">Office of Admission & Scholarship</td></tr>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr>
<tr><td>1. Accomplish the Pre-Enlistment procedure through the following portal: https://admission.carsu.edu.ph" using the corresponding application number given to the applicant upon application</td><td>1. Evaluate the pre-enlisted entrant online based on the schedule provided for by the Department (e.g. interview)</td><td>None</td><td>5 minutes (only for clients accomplishing the Pre-Enlistment Procedure in the Information System)</td><td>Program Adviser of the Department where the program to be pursued belongs</td></tr>
</table>

admission. This feature of the CSU Information System can only be accessed by those who qualified the CSU Scholarship and Admission Test (CSAT).				
2. Submit all printed copies of the requirements/documents set forth for "Admission and Securing Student's ID number" procedures during the schedule provided for by the Admission Office.	2. Receive and evaluate the documents submitted by the entrant and update the Information System for Monitoring and Shortlisting.	None	15 minutes	*Office Staff* of the Office of Admission & Scholarship
3. Pay the prescribed Entrance Fee pegged at PhP 2,500. This is only to be accomplished by students who will not be covered by the Free Higher Education Program. *Note: Check the link below for the **Quick Guide** for payment*	3. Receive the payment and issue the corresponding official receipt	PhP 2,500.00	5 minutes	*Office Staff* Cashier's Office

through Palawan and GCash. *https://bit.ly/csu-onlinepayment-guide*				
4. Secure the Online Certificate of Registration (COR) from the 'MyWork' web portal information system for students.	4. Validate the Online COR of the student.	None	2 minutes	*Enrollment Officer* of the Department where the program to be pursued belongs
TOTAL: **Note: This is only for those who opt-out of the FreeHE Program*		**PhP 2,500.00**	**27 minutes**	
TOTAL: **Note: This is only for those who avail of the FreeHE Program*		**PhP 0**	**22 minutes**	

*below for the **Quick Guide** for payment through Palawan and GCash.* *https://bit.ly/csu-onlinepayment-guide*				
4. Secure the Online Certificate of Registration (COR) from the 'MyWork' web portal information system for students.	4. Validate the Online COR of the student.	None	2 minutes	*Enrollment Officer* of the Department where the program to be pursued belongs
TOTAL: **Note: This is only for those who opt-out of the FreeHE Program*		**PhP 2,500.00**	**27 minutes**	
TOTAL: **Note: This is only for those who avail of the FreeHE Program*		**PhP 0**	**22 minutes**	

2. Enrollment of New Graduate Entrants, Transferees, and Second Courser Students

The process that New Graduate Entrants, Transferees, and Second Coursers entrants must undergo to become bona fide students at the University after being admitted and meeting its requirements also provides new entrants with steps and guides, along with corresponding support from the University's service providers. This process begins with the entrant acquiring the evaluation from the concerned college/department and concludes with the issuance of the student's validated Online Certificate of Registration (COR).

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All New Graduate Entrants, Transferees, and Second Courser Students who would like to enroll in Caraga State University			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
All printed copies of the requirements set forth for “Admission and Securing Student’s ID number” procedures.			Office of Admission & Scholarship	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
5. Acquire the evaluation from the concerned college/department.	5. Evaluate the entrance and academic credentials of the entrant.	None	20 minutes	*Program Adviser* of the Department where the program to be pursued belongs
6. Secure result from the CSAT / Entrance Examination.	6. Release the CSAT Examination Result.	None	15 minutes (Only for clients who have already taken the CSAT)	*Office Staff* Guidance and Counseling Office
7. Submit All printed copies of the requirements/documents set forth for “Admission and Securing Student’s ID number” procedures.	7. Receive and evaluate the documents submitted by the Entrant and Update the Information System for Monitoring and Shortlisting.	None	15 minutes	*Office Staff* of the Office of Admission & Scholarship

8. Secure an accomplished Enlistment of Course(s) Form *(previously known as the "Enrollment Draft Form")*	8. Issue the accomplished Enlistment of Course(s) Form where all the courses that the student may enroll in will be reflected	None	15 minutes	*Program Adviser* of the Department where the program to be pursued belongs
9. Present the duly accomplished Enlistment of Course(s) Form to the Enrollment Officer	9. Encode in the student's account in the database the courses/subjects that the student may enroll in as reflected in the accomplished Enrollment Draft.	None	15 minutes	*Enrollment Officer* College/Department where the program to be pursued belongs
10. Pay the prescribed Entrance Fee pegged at PhP 2,500.00. This is only to be accomplished by students who will not be covered by the Free Higher Education Program. *Note: Check the link below for the **Quick Guide** for payment through Palawan and GCash.*	10. Receive the payment and issue the corresponding official receipt	Php 2,500.00	10 minutes	*Office Staff* Cashier's Office

https://bit.ly/csu-onlinepayment-guide				
11. Secure the Online Certificate of Registration (COR) from the 'MySchool' web portal information system for students.	12. Validate the Online COR of the student.	None	2 minutes	*Program Adviser* of the Department where the program to be pursued belongs
TOTAL: **Note: This is only for those who opt-out of the FreeHE Program*		**PhP 2,500.00**	**1 Hour and 32 minutes**	
TOTAL: **Note: This is only for those who avail of the FreeHE Program*		**PhP 0**	**1 Hour and 22 minutes**	

3. Enrollment of Old Undergraduate and Graduate Students

The process that Old Undergraduate and Graduate students must undergo to become bona fide student in the specific term and academic year at the University after given clearance from any pending accountability/ies in previous enrollment. The same process provides students with steps and guides, along with corresponding support from the University's service providers. This process begins with the students accessing its “MySchool” web portal and concludes with the issuance of the student's online validated Certificate of Registration (COR).

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Office of the University Registrar
Classification:	Highly Technical

Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Undergraduate and Graduate Students who would like to enroll for a specific term and academic year in Caraga State University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Official Receipt (OR)	Cashier's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access and log-in to the https://myschool.carsu.edu.ph	1. Validate log-in credentials and allow access to the student's "MySchool" account.	None	5 seconds	*System Administrator* Management Information System
2. Click the link "Online Enrollment"	2. Redirect the MySchool page to online enrollment options.	None	5 seconds	*System Administrator* Management Information System
3. Click the square button "Pursue [your program] Program". Note: Only for student who wish to stay to the program.	3. Redirect the MySchool page to the status page of "Online Enrollment"	None	5 seconds	*System Administrator* Management Information System
4. Click the square button "Shift to Another Program". Note: Only for student who wish to transfer to	4. Redirect the MySchool page to the online form "Shifting Application"	None	5 seconds	*System Administrator* Management Information System

another program.				
5. Click the link "Click Here", under the message "It seems you are a RETURNEE". Note: Only for Returnee Student.	5. Redirect the MySchool page to the online form "Reinstatement Application"	None	5 seconds	*System Administrator* Management Information System
6. Pay the prescribed Shifting of Program fee. Note: Only for student who wish to transfer to another program.	6. Receive the payment and issue the corresponding official receipt.	Php 50.00	5 minutes	*Office Staff* Cashier's Office
7. Accomplish the online form for "Shifting Application" and use the Official Receipt (OR) number from the OR issued for the payment of "Shifting of Program" Fee. Note: Only for student who wish to transfer to another program.	7.1 Recommend, and approve respectively the request for transfer of program in the system. 7.2 Recommend, and approve respectively the request for accepting to the program in the system.	None	15 minutes 15 minutes	*Dept. Chair, and College Dean* of the home department of the current program *Dept. Chair, and College Dean* of the accepting department where the program to be pursued belongs

8. Accomplish the online form for "Reinstatement Application. Note: Only for Returnee Student.	8.1 Evaluate the academic standing of the student, once in place recommend and approve respectively the application in the system. If the student is to shift to another program: 8.2 Recommend, and approve respectively the request for transfer of program in the system. 8.3 Recommend, and approve respectively the request for accepting to the program in the system. 8.4 Approve the Reinstatement application of the student in the system.	None	15 minutes 15 minutes	*Dept. Chair, and College Dean* of department where the program to be pursued belongs *Dept. Chair, and College Dean* of the home department of the current program *Dept. Chair, and College Dean* of the accepting department where the program to be pursued belongs *University Admission Officer*

9. Wait and Pay attention to the status page of "Online Enrollment"	9.1. Identify students as either regular or irregular. Allow the former to be enlisted in the prescribed courses based on the approved curriculum, while giving the latter the flexibility to be enlisted in courses they can enroll in. 9.2. Enlist the student with the courses allowed by the program adviser.	None	15 minutes	*Program Adviser* of the Department where the program to be pursued belongs *Enrollment Encoder* of the Department where the program to be pursued belongs
10. Pay the prescribed Entrance Fee. This is only to be accomplished by students who will not be covered by the Free Higher Education Program. *Note: Check the link below for the **Quick Guide** for payment through Palawan and GCash.* https://bit.ly/csu-onlinepayment-guide	10. Receive the payment and issue the corresponding official receipt.	Php 2,500.00	5 minutes	*Office Staff* Cashier's Office

11. Secure the Online Certificate of Registration (COR) from the status page of "Online Enrollement"	12. Validate the online COR of the students.	None	2 minutes	*Enrollment Officer* of the Department where the program to be pursued belongs
TOTAL: **Note: This is for those who will not avail the FreeHE Program and who will undergo Shifting of Program.*		**Php 2,550.00**	**57 minutes and 15 seconds**	
TOTAL: **Note: This is for those who will not avail the FreeHE Program and who will undergo student reinstatement.*		**Php 2,500.00**	**52 minutes and 15 seconds**	
TOTAL: **Note: This is for those who avail of the FreeHE Program and and who will undergo Shifting of Program.*		**Php 50.00**	**52 minutes and 15 seconds**	
TOTAL: **Note: This is for those who avail of the FreeHE Program and and who will undergo student reinstatement.*		**Php 0.00**	**47 minutes 15 seconds**	
TOTAL: **Note: This is for those who will avail the FreeHE Program and who will not undergo student reinstatement and shifting of program.*		**PhP 0.00**	**17 minutes and 15 seconds**	

4. Filing and Claiming of the Requested Academic Record(s)

The process that all walk-in clients or graduates of the University must undergo to request the release of their academic records or credentials. This same process provides clients with step-by-step guidance and corresponding support from the University's service providers. In 2022, the University intends to put trial the adoption of online appointment system for this transaction as part of the University gradual digitalization of this process. This will only be made mandatory once an evaluation of the trial shall be done by the University Quality Management. The process begins when the client secures for an appointment online or when the client arrives in the office even without online appointment and concludes when the office staff in charge releases the requested documents to the client.

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All walk-in clients or graduates of Caraga State University
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Updated Student Online Clearance for clients who had been enrolled in the university from 2012 onwards 2. Official Receipt of Payment for the Prescribed Entrance Fee (Only for student not covered by the Free Higher Education Program) 3. Documentary Tax Stamps 4. Additional Requirements as reflected below depending on the type/kind of documents requested for release. 5. Claim Stub (1 original) 6. Claimant's one (1) Valid ID 7. Student ID (1 original) for the following customer: a. those who are requesting for the release of their Certificate of Transfer Credentials/ Honorable Dismissal b. those who have graduated in a program and has no intention of enrolling back in the University **Additional Requirements if the Claimant is not the Owner of the Record:** 1. Authorization Letter duly signed by the owner of the record. If this will be used in claiming Certification, Authentication and Verification (CAV) of academic records the same must be notarized. (1 original)	Students Online Clearance from MySchool Account CSU Cashier's Office Office of University Registrar Any government ID (BIR, SSS, Passport, GSIS, School ID) CSU Student ID CSU Student/CSU Graduates CSU Student/CSU Graduates

2. Valid ID of the owner of the record (1 photocopy, pls. present the original for purposes of comparison only) 3. Valid ID of the one authorized to claim the record (1 photocopy, pls. present the original for purposes of comparison only)		Any government ID (BIR, SSS, Passport, GSIS, School ID)
pe of Academic Record(s) Service	**Additional Requirements**	
1. Transfer Credentials/Honorable Dismissal	• Certificate of Good Moral Character (1 original)	Office of the Director for Student Affairs and Services (OSAS)
2. Certification, Authentication and Verification (CAV) of academic records	• Letter request for CAV (1 original) • Original Diploma (1 photocopy, pls. present the original Diploma for comparison purpose only) • Transcript of Records (TOR) *(1 photocopy, pls. present the original TOR for comparison purpose only)*	Concerned Student/Client
3. Certification as Belonging to the Candidates for Graduation for a particular Term/Semester	• Certification/endorsement vouching that the student indeed belongs to the Candidates for Graduation for a particular Term/Semester (1 original)	Concerned Department
4. Verified Evaluation of Grades/ Degree Audit	• Accomplished Evaluation of Grades signed by the Program Adviser, Department Chairperson and the Dean (1 original)	Concerned Program Adviser, Department Chairperson and the Dean
5. Any Scholastic Records of Students who have been granted Certificate of		Current Admitting School

Transfer Credentials	• Certificate of No Objection (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access, register and log-in to the https://admission.carsu.edu.ph/sites/online_appointment/ Note: This is only a trial system. However, for clients who are not yet aware of the online appointment system they were still catered accordingly and addressed to use the said appointment system.	1. Validate login credentials to allow access to the CSU Online Appointment Scheduling System, enabling the client to book an appointment	None	5 Minutes	*System Administrator* Management Information System
2. Arrive at the CSU at the scheduled appointment time and approach the In-Charge at Window 1 in the Office of the University Registrar.	2. Validate the client's appointment in the online appointment information system.	None	2 Minutes	*Mr. Michael C. Andig* Receiving In-charge, Window 1 Office of the University Registrar
3. File for the request of the release of academic records.	3. Check the customer's records filed in the office to verify compliance with all requirements • If the above step has been completed, request the customer to	None	6 Minutes	*Mr. Michael C. Andig* Receiving In-charge, Window 1 Office of the University Registrar

	fill out the specified sections in the 'Request Slip for Academic Records' form (F-TDS-003).			
4. Pay the assessed fees in the Cashier's Office. *Note: Check the link below for the **Quick Guide** for payment through Palawan and GCash. https://bit.ly/csu-onlinepayment-guide	4. Accepts the payment of the customer. For the Type of Documents: • Transfer of Records (per page) • CAV Certification • Certification (Honorable Dismissal/Others • Authentication • Reconstruction of Diploma	None For TOR Php. 100.00/page For CAV Php. 100.00 For Certification Php. 75.00 For Authentication Php 10.00/page For reconstruction Php. 100.00	3 minutes	*Office Staff* Cashier's Office

	• Expedite Release • Reissuance of Certificate of Registration • Change of Personal Information • Forms: Completion of Grades, Adding and Dropping of Courses, Shifting of Program, Withdrawal or Enrollment, and Substitution of Course	Php 100.00 For reissuance of COR Php 30.00/page For Change of Personal Information Php. 50.00 Php. 50.00		
5. Submits the following to the Receiving Window In-charge of the Office of the Registrar: • Official Receipt of Payment for the assessed fees • all the documentary requirements	5. Accepts the documents submitted by the client. Issues to the student the accomplished "Claim Stub" where the date and time for the release of the requested record(s) are indicated and scheduled as follows:	None	3 minutes	*Mr. Michael C. Andig* Receiving In-charge, Window 1 Office of the University Registrar

	• Transcript of Records (5 Working Days) • CAV Certification (3 Working Days) • Certification (Enrollment/Unit Earned, etc. (3 Working Days) • Assessment for validation of course (5 working days) • Reconstruction of Diploma (15 Working Days) • Expedite Release (1 Day)			
6. Wait and pay attention to the schedule reflected in the issued "Claim Stub"	6.1 Log the request and forward the same to assigned College In-charge for processing the requested documents.	None	2 minutes	*Mr. Michael Andig* In-charge, Releasing Window Office of the University Registrar

	6.2 Process the requested documents.		1 day (for TOR, Transfer Credential, Validation of Course), 0.5 day (for Certificates and CAV	*Mr. Clyde Ian T. Lumbres* *Ms. Veem C. Mordeno* *Ms. Iris C. Abayon* *Mr. Neil Dan A. Ducena* College In-charges
	6.3 Verify the requested documents.		1 day (for TOR, Transfer Credential, Validation of Course), 0.5 day (for Certificates and CAV)	*Ms. Mary Grace A. Senit* *Ms. Rizel C. Gregas* Document Verifiers
	6.4 Incorporate the corrections if there is any and print the final copy of the documents.		1 day (for TOR, Transfer Credential, Validation of Course), 0.5 day (for Certificates and CAV	*Mr. Clyde Ian T. Lumbres* *Ms. Veem C. Mordeno* *Ms. Iris C. Abayon* *Mr. Neil Dan A. Ducena* College In-charges
	6.5 Verify and sign the requested documents.		1 day (for TOR, Transfer Credential, Validation of Course), 0.5 day (for Certificates and CAV	*Mr. Bennajib J. Abubakar* University Registrar
7. Arrive at CSU on the specified scheduled in the Claim Stub and approach the Releasing Window In-charge at the Registrar's office to claim the requested academic record(s). In doing so, all the	7.1 Verifies the required document(s) presented. Once everything is in place, requires the claimant to sign in the record sheets as proof of receipt of the requested record(s).	None	5 Minutes	*Mr. Jerico M. Aboc* In-charge, Releasing Window Office of the University Registrar

required documents must be presented to the said in-charge	7.2 Release the Requested academic record(s).			
	TOTAL:	**Per Requested Record**	**Per Requested Record**	

- ## LIBRARY AND INFORMATION SERVICES UNIT

1. Destiny Library Manager (DLM) Patron Maintenance Registration Service

Destiny Library Manager (DLM) is the Integrated Library System (ILS) used by the CSU Library and Information Services Unit. This is an easy to use, web-based library automation software. The said services are necessary for client/patron in accessing the system and also it will serve as profiling of library patrons.

Schedule of availability of service: Monday to Saturday (8:00 AM – 5:00 pm); No Noon Break

Office or Division:	Library and Information Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
i. Students: 1. Approved enrolment form or Certificate of Registration (COR), new students (1 original) 2. Filled-up Patron Maintenance Sheet (1 original)	Registrar's Office Library - Librarian

ii. Faculty: 1. Copy of Teaching Load (1 original) **iii. Administrative Personnel/Staff:** 1. Proof of Employment (1 original) 2. Personnel ID			Colleges – Office Staff HRMS Office Management Information System (MIS) – Employee's ID	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. For First Year/ Transferee Students: Presents Certificate of Registration (COR) to the Librarian/Library Staff	1. Conduct orientation on Library policies and regulations including Destiny Library Manager (DLM), the integrated library software used by CSU Library	None	1 hour	*Librarian* CSU Library
2. For New Students: Presents the copy of Certificate of Registration (COR) to the Librarian.	**2. For New Students, Faculty and Admin. Employees:** Issues Patron Maintenance Information Slip to the	None	2 minutes	*Librarian* CSU Library

For Faculty and Admin Employees: Presents proof of employment or Personnel ID to the Librarian/Library Staff	Customer/Client to fill up his/her personal information			
3. For Old Students:	**3. For Old Students:**	None	2 minutes	*Librarian*
Updates/reactivates Patron Maintenance Information in the Destiny Library Manager (DLM) system.	Updates/reactivates Patron Maintenance Information in the Destiny Library Manager (DLM) system of the customer/client			CSU Library
	TOTAL:	**None**	**1 hour & 4 minutes**	

2. Library Reference Assistance/Guidance (In-house Borrowing)

The service provided in the library to help the library client/patron to get access to the information that they need.

Schedule of availability of service: Monday to Friday (8:00 AM – 6:00 PM)

Office or Division:	Library and Information Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bona fide students of Caraga State University and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Students: 1. Validated School ID (1 original)	MIS Office - Student official Identification Card
2. Faculty/Staff: 1. Employee Valid ID (1 original)	MIS Office - Employee's official ID Card

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
[STUDENTS & FACULTY/STAFF]: 1. Log-in student ID number and faculty ID number at the Library Log-in System for daily library users	 1. Provides daily statistical data of library user	 None	 1 minute	 *Student Assistant* CSU Library
2. State needed information and requests assistance on the location of materials to use and borrow	2. Inquire and interview of his/her information need	None	5 minutes	*Librarian/Library Staff* CSU Library
3. Search the OPAC for the book or material needed	3. Assists client in searching the needed information	None	2 minutes	*Librarian Student Assistant* CSU Library
4. Write call number, title and author of the book or material on the slip	4. Client in searching the needed information	None	1 minute	*Librarian* CSU Library
5. Locate the book or material from the shelves. Request for assistance if necessary	5. Assists the clients in locating books needed from the shelves	None	3 minutes	*Librarian/Library Staff* CSU Library

6. After locating the book or materials, fill-up the book card and present it together with CSU ID/COR at the Charging Desk.	6. Checks COR/Valid ID then, let the client fill-up the book Card	None	1 minute	*Librarian/ Library Staff* CSU Library
	6.1 Record the item/material in the log book. Then, release the item to be borrowed to the client	None	1 minute	*Librarian/ Library Staff* CSU Library
7. Return the in-house borrowed items to the section in-charge	7. Upon returning, scan book barcode for recording in the Destiny Library Manager (DLM)	None	1 minute	*Librarian/ Library Staff* CSU Library
	7.1 Sign-in the logbook if properly returned	None	1 minute	*Librarian/ Library Staff* CSU Library
	TOTAL:	**None**	**16 minutes**	

3. Photocopy of Library Materials

Photocopying and printing services in the library are part of the auxiliary services that are provided in the libraries as a means of managing resources and as a source of income. Library clients/patrons are allowed to photocopy books/resources with specified time/schedule only.

Schedule of availability of service: Monday to Friday (8:00 AM – 6:00 PM)

Office or Division:	Library and Information Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bona fide students of Caraga State University and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
i. Students: 1. Validated School ID (1 original) **ii. Faculty/Staff:** 1. Employee Valid ID (1 original)	MIS Office - Student official Identification Card MIS Office - Employee's official ID Card

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Selects material for photocopying	1. Provide materials to be photocopy	None	2 minutes	*Library Staff* CSU Library
2. Present book for checkout	2. Receives selected material for photocopy.	None	2 minutes	*Library Staff* CSU Library
3. Fills up for the photocopying slip for the material	3. Filled up form is checked	None	1 minute	*Library Staff* CSU Library
4. Fill-up the book card and present it together with CSU ID/COR at the Charging Desk	4. Book has been checked out to the student at maximum of one (1) hour out in the library	None	1 minute	*Library Staff* CSU Library
5. Return of the book from photocopying.	5. Upon returning, check the book if it is in good condition and scan it to the DLM **if it exceeds to the specified time, there is a fee of Php.1.00/hr*	*if it exceeds the specified time, there is a fee of Php.1.00/hr.	6 minutes	*Library Staff* CSU Library
	TOTAL:	if it exceeds at the specified time, there is a fee of **Php 1.00/hr**	**12 minutes**	

1.1. Loaning out of Library Materials (General Circulation Section)

Students and faculty can loan out books at specified time in the general circulation area. There is a specified loaning out procedure that must be followed by the library users.

Schedule of availability of service: Monday to Friday (8:00 AM – 6:00 PM)

[For Students]: Clients can borrow **three (3) books** for the period of **three (3) days**; and **one (1) week** for **fiction**.

[For faculty]: Individual Faculty Load (IFL) is presented and books can be borrowed for the whole semester with a maximum of **ten (10) books.**

<table>
<tr><td colspan="2">Office or Division:</td><td colspan="3">Library and Information Services Unit</td></tr>
<tr><td colspan="2">Classification:</td><td colspan="3">Simple</td></tr>
<tr><td colspan="2">Type of Transaction:</td><td colspan="3">G2C - Government to Citizen</td></tr>
<tr><td colspan="2">Who may avail:</td><td colspan="3">All bona fide students of Caraga State University and Employees</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="2">WHERE TO SECURE</td></tr>
<tr><td colspan="3">i. Students:
1. Validated Student ID (1 original)
ii. Faculty/Staff:
1. Employee Valid ID (1 original);
Copy of Individual Faculty Load (IFL) for faculty (1 original)</td><td colspan="2">MIS Office – Student ID Card

MIS Office – Employee’s ID Card
Colleges</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
</table>

1. Search the OPAC for the book or material needed	1. Guides/assists client on how to use the OPAC	None	2 minutes	*Librarian/Library Staff*
2. Write call number, title and author of the book or material on the slip	2. Checks if entries are correct	None	1 minute	*Library Staff*
3. Locate the book or material from the shelves. Request for assistance if necessary	3. Assists the clients in locating books needed from the shelves	None	2 minutes	*Librarian/Library Staff*
4. Presents materials together with CSU ID/COR for students and Individual Faculty Loading (IFL) for Faculty at the General Circulation Charging counter	4. Check Valid ID then let the client fill-up the book Card.	None	1 minute	*Librarian/Library Staff*
5. Filled up book card/s and leaved at the counter with properly checked out books	5. Scans book barcodes for recording in the Destiny Library Manager (DLM) at the Circulation desk for check out	None	3 minutes	*Librarian/Library Staff* CSU Library

	transactions..			
	5.1 Indicate the due date of the book or material then hand it to the client with receipt			
	5.2 Release the books to be borrowed together with the client's Valid ID			
6. Upon leaving the CSU Library premises, present properly the loaned-out book or material to the in- charge at the Control Desk	6. Checks if the book or material has been properly recorded, if not, advise client to loan out book at the General Circulation Charging Desk	None	1 minute	*Student Assistant* CSU Library
	TOTAL:	**None**	**10 minutes**	

1.2. Loaning out of Library Materials (Filipiniana Section)

Loaning out of library materials is one of the services in the Filipiniana Section. Books to be loaned out are for OVERNIGHT ONLY. This means it must be returned on the following day (first hour in the morning not later than 12 noon).

Schedule of availability of service: Monday to Friday (3:00 PM – 6:00 PM)

[ForStudents]: Clients can borrow **three (3) books** for the **OVERNIGHT ONLY.**

[For faculty]: Individual Faculty Load (IFL) is presented and books can be borrowed for the whole semester with a maximum of **ten (10) books.**

Office or Division:	Library and Information Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
i. Students: 1. Validated School ID (1 original)	MIS Office – Student ID Card
ii. Faculty/Staff: 1. Employee Valid ID/ copy of Individual Faculty Load (IFL) for faculty (1 original)	MIS Office – Employee's ID Card/Colleges

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Search the OPAC for the book or material needed	1. Guides/assists clients on how to use the	None	2 minutes	*Librarian/Library Staff*

	OPAC.			
2. Write call number, title and author of the book or material on the slip	2. Checks if entries are correct	None	1 minute	*Librarian/Library Staff*
3. Present Call Slip and Valid CSU ID to the in-charge to the counter	3. Receive the Call slip and retrieve the book or material needed from the shelves. Allow the client to check the book or material.	None	2 minutes	*Librarian/Library Staff*
4. After locating the book or materials, present it together with CSU ID/COR and Individual Faculty Loading (IFL) for Faculty at the General Circulation Charging Desk	4. Check Valid ID then let the client fill up the book Card.	None	1 minutes	*Librarian/Library Staff*
5. Filled up book card/s and leaved at the counter with properly checked out books	5. Scans book barcode for recording in the Destiny Library Manager (DLM) at	None	3 minutes	*Librarian/Library Staff*

	the Librarian's desk for checking out transactions. 5.1 Indicate the due date of the book or material then hand it to the client with receipt. 5.2 Release the books to be borrowed together with the client's Valid ID.			
6. Upon leaving the CSU Library premises, present properly the loaned-out book or material to the in-charge at the Control Desk.	6. Check if the book or material has been properly recorded, if not, advise client to loan out book at the General Circulation Charging Desk.	None	1 minute	*Library Student Assistant*
	TOTAL:	**None**	**10 minutes**	

2. Receiving of Loaned out Library Materials

Returning of books loaned-out or charged-out has a specific schedule (date or time). Library materials are considered returned when it is returned to the general circulation desk counter. Materials that are overdue have a corresponding penalty.

Schedule of availability of service: **(Circulation) Monday to Friday, 8:00 AM – 6:00 PM;**
(Filipiniana) Monday to Friday, 7:00 AM – 9:00 AM

<table>
<tr><td>Office or Division:</td><td colspan="4">Library and Information Services Unit</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizen</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All bonafide students of Caraga State University and Employees</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="2">WHERE TO SECURE</td></tr>
<tr><td colspan="3">i. Students:
1. Validated School ID/Certificate of Registration (COR), (1 original) and Borrowed Book or Material
ii. Faculty/Staff:
1. Valid CSU ID (1 original)/ Borrowed Book or Material</td><td colspan="2">MIS Office – Student ID Card

MIS Office – Employee’s ID Card</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td></td><td>1. Checks-in the book or material in the Destiny Library Manager</td><td></td><td></td><td></td></tr>
</table>

1. Return the borrowed book or material at the General Circulation Desk	1.1 Check if the book or material is returned within its due date 1.2 If the book or material is not returned within the due date, inform the client of the overdue fine. Then give Overdue Receipt.	None	3 minutes	*Librarian* General Circulation Librarian
2. If book or material is overdue, fill out and sign the Overdue Receipt then pay corresponding fees to the designated staff	2. Receive the overdue fee then record the payment in the system	**Circulation Books** Php. 20.00 per day, per book *(Note: add Php.1.00 for the succeeding hour* **Filipiniana/Reserve Books** Php. 10.00 for the first hour, *then add Php.1.00 for the succeeding hours*	3 minutes	*Librarian* General Circulation Librarian
3. Receives the recorded Official Receipt	3. Records the transaction in the designated Section Logbook	None	1 minutes	*Librarian*

TOTAL:	**Circulation Books** Php. 20.00 per day, per book *(Note: add Php.1.00 for the succeeding hour* **Filipiniana/Reserve Books** Php. 10.00 for the first hour, *then add Php.1.00 for the succeeding hours*	**7 minutes**	

6.1. Signing of Clearance (online)

Online clearance (blocking or unblocking students' accounts) is one of the services in the library. This is to monitor students/clients with liabilities/obligations in the library.

Schedule of availability of service: Monday to Friday (8:00 AM – 6:00 PM)

Office or Division:	Library and Information Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

i. Students/Faculty/Staff: 1.Valid CSU ID (1 original)			MIS Office- Official Identification Card	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
ONLINE CLEARANCE: 1. Checking of students' accounts in the Destiny Library Manager (DLM).	1. Generate data to check user's liabilities from Destiny Library Manager (DLM).	None	3 minutes	*Mercy G. Reyes* *Librarian*
	Block user with liability in the library.	None	1 minute	
2. The client will settle library obligations	2. Unblock users if settled.	None	1 minute	*Client*
	TOTAL:	**None**	**5 minutes**	

6.2. Signing of Clearance (printed)

Clearance will be signed to those who have settled their obligations in the library. This is required at the end of every semester.

Schedule of availability of service: **Monday to Friday (8:00 AM – 6:00 PM)**

Office or Division:	Library and Information Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide students of Caraga State University and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
i. Students/Faculty/Staff: 1. Valid CSU ID (1 original) 2. Clearance Form (1 original)			MIS Office- Official Identification Card Colleges/Department	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present the Clearance	1. Checks student/faculty & staff accounts in the DLM. If there is an unsettled account, issue a penalty slip. 1.1 For unreturned books, provide list of unreturned materials	None	Faculty/Staff: 5 minutes Students: 3 minutes	*Maria Corazon L. Tercera* *Librarian*
2. Signing of Clearance	2. Signs client clearance that has no unsettled accounts in the library	None	1 minute	*Maria Corazon L. Tercera* *Librarian*
	TOTAL:	**None**	**6 minutes** *For Faculty* **4 minutes** *For Students*	

7. Virtual Services

Virtual Services is offered to cater students, faculty and staff who cannot visit the library personally through online booking and message.

Schedule of Availability: Monday to Friday (8:00 AM - 6:00 PM)

<table>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizen</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All bonafide students of Caraga State University and Employees</td></tr>
<tr><td>Office or Division:</td><td colspan="4">Library and Information Services Unit</td></tr>
<tr><td colspan="3">CHECKLIST OF REQUIREMENTS</td><td colspan="2">WHERE TO SECURE</td></tr>
<tr><td colspan="3">I. Students / Faculty / Staff:
Valid CSU ID</td><td colspan="2">MIS Office - Official Identification Card</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td rowspan="2">1. Book an appointment through Google form</td><td>1. Check and confirm appointment online</td><td rowspan="2">None</td><td>3 mins.</td><td rowspan="2">Librarian/Library Staff</td></tr>
<tr><td>2. Notify the student / faculty of their approved booking or requested document</td><td>1 min</td></tr>
</table>

	3. Prepare the resources needed by the client to be picked-up		5-10 mins.	Librarian in-charge
	4. Send the requested documents in their email.		1 hr.	*Librarian/Library Staff*
2. The client will acknowledge the email.				Client
TOTAL		**None**	**1 hr and 5 mins.**	

8. Provision of Learning Spaces

A service offered in the library that aims to provide spaces for group work, collaboration, innovation, and discussion. The spaces available for such activity include discussion rooms, quiet room, viewing room, multimedia room, story

Office or Division:	Library and Information Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All CSUCC Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the counter provided for daily library users	1. Provides daily statistical data of library user	None	1 minute	*Admin. Staff* Library
2. Requests Assistance on the location of materials to use or borrow	2. Needs assisted by the Librarian	None	2 minutes	*Librarian/ Admin. Staff* Library
3. Locate the book in the shelves	3. Books are identified in the location	None	2 minutes	*Librarian/ Admin. Staff* Library
4 Pull out the books in the shelves	4. Book is read/ browsed by the client	None	1 minute	*Student/ User* CSUCC Student
	TOTAL:	**None**	**6 minutes**	

- **OFFICE OF HEALTH SERVICES UNIT (CLINIC)**

Schedule of availability of service *[applicable to all types of services delivered by the unit]:*
Monday to Friday (8:00 AM – 5:00 PM); No Noon Break

1. Medical Consultation

Bona fide Employee and Student of the university can be examined by the Health Professionals for their medical history and be recommended to that treatment or intervention is needed.

Office or Division:	Office of the Health Services Unit (Clinic)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide students of Caraga State University and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
i. Enrolled Students: 1. Validated School ID (1 original) **ii. CSU Employee:** 1. Employee Valid ID (1 original)			MIS Office - CSU School ID Management Information Systems	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Sanitation Measure for COVID-19 Upon Entry	None	5 minutes	*Doctor/Nurse* Clinic

	• Upon entry, person shall step on the Foot bath stall • Temperature will be taken and advised accordingly • Hand sanitizer will be provided • Person will pass through the Misting tent and log in on the Log book			
1. Approach Medical Personnel (Physician or Nurse)	1. Consult the patient regarding with his/her complaints	None	5 minutes	*Doctor/Nurse* Clinic
2. Inform Medical Personnel with Signs and Symptoms experienced	2. Actual examination of the patient	None	5 minutes	*Doctor/Nurse* Clinic
3. Receives appropriate Medicine	3. Giving of necessary Medicine	None	5 minutes	*Doctor/Nurse* Clinic

4. Advised accordingly to health education and discharge instructions	4. Provides necessary instructions and advise before discharging the Patient	None	3 minutes	*Doctor/Nurse* Clinic
5. Client writes on the LOGBOOK for monitoring	5. Patient log to the medical Monitoring log book	None	2 minutes	*Patient* CSU Students/Employees
	TOTAL:	**None**	**25 minutes**	

2. Blood Pressure Monitoring

Bonafide Employee and Student of the university has access to blood pressure taking and monitoring as well as health education on maintaining healthy blood pressure levels.

Office or Division:	Office of the Health Services Unit (Clinic)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide students of Caraga State University and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
i. Enrolled Students: 1. Validated School ID (1 original) **ii. CSU Employees:** 1. Employee Valid ID (1 original)			MIS Office - CSU School ID Management Information Systems	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach Medical Personnel (Physician or Nurse)	1. Assessment	None	5 minutes	*Doctor/Nurse* Clinic
2. Wait while Blood Pressure is being taken	2. Blood Pressure reading to Patient	None	5 minutes	*Doctor/Nurse* Clinic

3. Listen accordingly to result of Blood Pressure Taken by The Medical Personnel	3. Inform the patient Regarding his/her blood pressure if it is within or beyond normal range	None	5 minutes	*Doctor/Nurse* Clinic
4. Note health teaching and discharge instruction provided by Medical Personnel	4. Provide the necessary medication and/or Health Education/ Discharge instructions relating to his/ her condition	None	3 minutes	*Doctor/Nurse* Clinic
5. Client writes on the LOGBOOK for monitoring	5. Recording of blood pressure taken on the Logbook	None	2 minutes	*Patient* CSU Students/Employees
	TOTAL:	**None**	**20 minutes**	

3. Wound Dressing

Bona fide Employees and Students of the university have access to wound cleansing and wound dressing that limit exposure to infection in general.

Office or Division:	Office of the Health Services Unit (Clinic)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:	All bonafide students of Caraga State University and Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
i. Enrolled Students: 1. Validated School ID (1 original) **ii. CSU Employee:** 1. Employee Valid ID (1 original)	MIS Office - CSU School ID Management Information Systems

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Medical Personnel (Physician or Nurse)	1. Assessment of the condition of patient's injury/ wound	None	5 minutes	*Doctor/Nurse* Clinic
2. Sits on the wound dressing area	2. Conduct wound dressing Procedure to the patient	None	5 minutes	*Doctor/Nurse* Clinic
3. Advised accordingly to health education and discharge instructions	3. Giving of medicine and provide necessary instruction/advise to the patient before discharging out of the unit	None	5 minutes	*Doctor/Nurse* Clinic
4. Client writes on the LOGBOOK for monitoring	4. Patient filled-up the medical monitoring log and wound dressing log book	None	2 minutes	*Doctor/Nurse* Clinic
TOTAL:		**None**	**17 minutes**	

4. Nebulization

Bona fide Employees and Students of the university has access to nebulization during asthma attack or any other allergic reaction that inhibits airflow to respiratory system.

<table>
<tr><td>Office or Division:</td><td colspan="4">Office of the Health Services Unit (Clinic)</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizen</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All bonafide students of Caraga State University and Employees</td></tr>
<tr><th colspan="3">CHECKLIST OF REQUIREMENTS</th><th colspan="2">WHERE TO SECURE</th></tr>
<tr><td colspan="3">i. Enrolled Students:
1. Validated School ID (1 original)
ii. CSU Employees:
1. Employee Valid ID (1 original)</td><td colspan="2">MIS Office - CSU School ID
Management Information Systems</td></tr>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr>
<tr><td>1. Approach Medical Personnel (Physician or Nurse)</td><td>1. Vital signs and medical history taking on the patient</td><td>None</td><td>5 minutes</td><td>Doctor/Nurse
Clinic</td></tr>
</table>

2. Sits and takes nebulization medication	2. Giving medicine to the patient thru the nebulizing machine	None	5 minutes	*Doctor/Nurse* Clinic
3. Wait for post nebulization assessment by the Medical Personnel	3. Post Nebulization Assessment	None	5 minutes	*Doctor/Nurse* Clinic
4. Receives appropriate Medicine	4. Provide OTC/ prescribed drugs when necessary	None	3 minutes	*Doctor/Nurse* Clinic
5. Advised accordingly to health education and discharge instructions	5. Provide Health education & discharge instructions	None	3 minutes	*Doctor/Nurse* Clinic
6.Client writes on the LOGBOOK for monitoring	6. Filled-up nebulization Log book	None	2 minutes	*Patient* CSU Student/Employees
	TOTAL:	**None**	**23 minutes**	

5. [Dental Service] Oral Prophylaxis

Bona fide Employees and Student of the university has access to dental cleaning (oral prophylaxis) and health teaching to attain and maintain dental health.

Office or Division:	Office of the Health Services Unit (Clinic)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Enrolled Students: Validated School ID (1 original) **2. CSU Employees:** Employee's Valid ID (1 original) **3. Proof of Payment:** (Fee: Php. 150.00 - Php. 500.00)	MIS Office - CSU School ID Management Information Systems Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up dental form	1. Provide dental form to Client	None	5 minutes	*Nurse* Clinic
2. Submit filled-up dental Form to the dentist	2. Record and note filled up form by the Client	Php. 150.00 to Php. 500.00	3 minutes	*Dentist* Clinic

3. Sits and converse with Dentist regarding dental concerns	3. Consultation of the patient Prior to the procedure	None	5 minutes	*Dentist* Clinic
4. Waits for the procedure to be done	4. Conduct procedure to the patient	None	30 minutes	*Dentist* Clinic
5. Advised accordingly to dental health and discharge instructions	5. Provide necessary instructions to the patient	None	3 minutes	*Dentist* Clinic
6. Client writes on the LOGBOOK for monitoring	6. Patient log to the Procedure log book	None	2 minutes	*Patient* CSU Student/Employees
	TOTAL:	**Php. 150.00 to Php. 500.00**	**48 minutes**	

6. [Dental Service] Tooth Extraction

Bonafide Employees and Student of the university has access to tooth examination and tooth extraction with proper dental health teaching and medication.

Office or Division:	Office of the Health Services Unit (Clinic)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:	All bonafide students of Caraga State University and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Enrolled Students: Validated School ID (1 original) **2. CSU Employee:** Employee Valid ID (1 original) **3. Proof of Payment:** (Fee: Php. 150.00 – Php. 500.00)			MIS Office - CSU School ID Management Information Systems Cashier's Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill- up dental form	1. Provide dental form to Client	None	5 minutes	*Nurse* Clinic
2. Submit to the dentist accomplished dental form	2. Record and note filled up form by the Client	None	5 minutes	*Dentist* Clinic
3. Sits and converse with Dentist regarding dental concerns	3. Evaluation of the patient Prior to the procedure	None	5 minutes	*Dentist* Clinic
4. Waits for the procedure to be done	4. Conduct dental procedure	Php. 150.00 to Php. 500.00	30 minutes	*Dentist* Clinic
5. Receives appropriate Medicine and advised accordingly to dental health and discharge instructions	5. Giving medicine to the patient and provide necessary instruction	None	3 minutes	*Dentist* Clinic

6. Client writes on the LOGBOOK for monitoring	6. Recording of medications and procedure given on the Medicine and Procedure logbook	None	2 minutes	*Patient* CSU Student/Employees
	TOTAL:	**Php. 150.00 to Php. 500.00**	**50 minutes**	

7. [Dental Service] Tooth Filling

Bonafide Employees and Student of the university has access to tooth examination and tooth extraction with proper dental health teaching and medication.

Office or Division:	Office of the Health Services Unit (Clinic)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All bonafide students of Caraga State University and Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

5. Enrolled Students: Validated School ID (1 original) **6. CSU Employee:** Employee Valid ID (1 original) **7. Proof of Payment:** (Fee: Php. 150.00 – Php. 500.00)	MIS Office - CSU School ID Management Information Systems Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill- up dental form	1. Provide dental form to Client	None	5 minutes	*Nurse* Clinic
2. Submit to the dentist accomplished dental form	2. Record and note filled up form by the Client	None	5 minutes	*Dentist* Clinic
3. Sits and converse with Dentist regarding dental concerns	3. Evaluation of the patient Prior to the procedure	None	5 minutes	*Dentist* Clinic
4. Waits for the procedure to be done	4. Conduct dental procedure	Php. 150.00 to Php. 500.00	30 minutes	*Dentist* Clinic
5. Receives appropriate Medicine and advised accordingly to dental health and discharge instructions	5. Giving medicine to the patient and provide necessary instruction	None	3 minutes	*Dentist* Clinic
6. Client writes on the LOGBOOK for monitoring	6. Recording of medications and procedure given on the Medicine and	None	2 minutes	*Patient* CSU Student/Employees

	Procedure logbook			
TOTAL:	**Php. 150.00 to Php. 500.00**	**50 minutes**		

- ## OFFICE OF HUMAN RESOURCE MANAGEMENT SERVICES (HRMS)

Schedule of availability of service *[applicable to all types of services delivered by the Office]:*
Monday to Friday (8:00 AM – 5:00 PM); No Noon Break

1. Document Request

Service is applicable to all CSU employees, active/existing and separated, who would like to request documents such as *Certificate of Employment, Certificate of Employment with Compensation, Certificate of Leave Credits, Certificate of Good Moral, Certificate of No Administrative/Criminal Case, Certificate No Pending Scholarship, Certificate of Last Day of Service, and Service Record.*

Office or Division:	Office of the Human Resource Management Services (HRMS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	All personnel (active and separated) of Caraga State University
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Document Request Form (1 original) 2. Official Receipt (1 original)	HRMS Office Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Document Request Form *(submit e-copy through email at hrmo@carsu.edu.ph or can submit at HRMS Office by observing proper health and safety protocols)*	1. Provides document request form to the requestor	None	3 minutes	*Technical Staff* HRMS Office
2. Pays to the Cashier's Office Or you pay though GCash & Palawan Pawnshop. **Note: Check the link below for the **Quick Guide** for payment through Palawan and GCash.* *https://bit.ly/csu-onlinepayment-guide*	2. Issues official receipt	Document Request for the following:	1 minute	*Technical Staff* Cashier's Office

		• Php. 20.00 *(for Certificate of Employment/Certificate of Leave Credits/ Certificate of Good Moral/Certificate of No Administrative/Criminal Case/Certificate No Pending Scholarship)* • Php. 10.00 *(for Certificate of Last Day of Service/Service Record*)		
3. Presents Official Receipt (OR) to the HRMS Office	3. Prepares the requested document 3.1 Signs the official document 3.2 Affixes dry seal to the document	None	10 minutes	*Technical Staff* HRMS Office *Human Resource Management Officer* *Technical Staff* HRMS Office
4. Claims the requested document	Releases the requested document	None	3 minutes	*Technical Staff* HRMS Office

TOTAL:	**Php. 10.00 to Php. 20.00** *depending on the type of document requested*	**17 minutes**	

2. Submission of Application for Job Hiring/Vacancy

Process flow for the applicant/s who are interested in seeking employment at Caraga State University.

Office or Division:	Office of the Human Resource Management Services (HRMS)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All interested and qualified applicants	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Interested and qualified applicants: 1. Application Letter (1 original) 2. Transcript of Records (TOR) (1 Authentic or Certified True Copy) 3. Personal Data Sheet (PDS) with Work Experience Sheet (WES) in prescribed Civil Service Commission Form 212 (Revised 2017) (1 original)		Applicants TOR from Last School Attended Civil Service Commission website

Certificate or any proof of Eligibility (1 authenticated photocopy) *(if there is any and as required in the position applied for)* For applicants who are previously employed: (1 photocopy each) *Certificate of Relevant Trainings* *Certificate of Employment* *Individual Performance Commitment Rating for two (2) consecutive rating periods*	Civil Service Commission/PRC Agency previously employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. Submission of Application through PRIME-HRM Unified System Hub (PUSH) **1.** Check posted vacant positions at push.carsu.edu.ph. Hiring details such as: description of position, competencies required, documentary requirements, and other information are indicated per job vacancies. **2.** Interested applicant may proceed to submit application letter with complete documentary requirements through: A. Online Submission via Prime HRM Unified System Hub (PUSH): push.carsu.edu.ph ● At the PUSH interface, Click "Apply" on the job position applied for. By entering "Apply", the system will then proceed to the Online Application Form. ● Complete necessary information (Step1 to Step 3) on the Online Application Form. ● Upload complete documentary requirements via Google Drive. ● Share accessibility of the Google folder to hrmpsb@carsu.edu.ph, Then, *copy-paste* the link of the folder to the last page of the PUSH application form. [Note: name your folder like so:	None None None None None None None	None	2 minutes 1 minute	Applicant

(Family Name)_(Hiring Office)- (the position your applying)] ● Copy and paste the said Google Drive link at the last phase of the Application Form (Step 4) and click submit.			**TOTAL: 3 minutes**	

B. Walk-in Submission of Documents ● For walk-in applicants, submit a letter of intent addressed to the University President with attached complete documentary requirements to the Records Management Office. ● Only qualified applicants shall be notified to undergo the processes of recruitment, selection, and placement for permanent and non-permanent position/s.	1. The Records Management personnel receives applications and reviews the completeness of documents. 2. Provides a document receipt slip to the applicant as proof of submission. 3. Logs and forwards application to the Office of the University President 4. Forwards application to the Office of the Human Resource Management Services for initial assessment of qualification.	None	3 mins 2 mins 5 mins 3 mins **TOTAL: 13 minutes**	**Mary Magne D. Paglinawan** Clerk III, RMO
******End of Transaction******				

*****NOTE:** ***The University has been adopting virtual processing of its services in compliance with the existing national issuances specifically issued to address the changes brought by the COVID-19 pandemic. In view thereof, the Office of Human Resource Management Services also abides the online processing of Document Request and Job Vacancy Hiring pursuant to CSC MC No. 14, s. 2020 "Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic", CSC MC No. 14, s. 2018 "2017 Omnibus Rules Appointments and Other Human Resource Actions, Revised July 2018", CSC MC No. 18, s. 2020 "Amendment to the Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government during the Period of State of Public Health Emergency due to COVID-19 Pandemic", CSU OP Memo No. 32, s. 2020 "Implementation of the Interim Policy Directives Adopting National Issuances on Corona Virus Disease-2019 (COVID-19) and Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".***

Relative thereto, processing time is still the same or in some cases, shortened or extended depending on the need of the requestor.

The Office concerned will continue to uphold quality delivery of processes and services during the new normal.

- **OFFICE OF THE UNIVERSITY PRESS**

1. Request for Publishing and/or Production

CSU Press is the publishing house of Caraga State University. Dedicated to quality production of CSU's publication needs, its primary function is to ensure quality management, responsible supervision, and proper coordination of centralized business mechanism of all publication needs of the University

Office or Division:	Office of the University Press
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All personnel of Caraga State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished F-PUB-002: Request for Publishing or Media Production Form 2. Duly accomplished F-PUB-004: Request for Revision Form (This is for jobs orders which needs revisions) 3. Proof of Payment	The forms can be secured through the Google Drive: https://drive.google.com/folders/1Xlz ____________________________AjbzOLQxJc58D q wfMI8iI2g0Qcp

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the form; fill-out the form; and submit the form to CSU Press	1. Notify client for the availability of Service/s needed 1.1 Conduct	Depending on the nature of the service required.	10 minutes	*CSUP Director/Staff* CSUP

	Discussion			
	1.2 Media Production/ Publication			
2. Review the sample/draft; Secure the form; fill-out the form; and submit the form to CSU Press.	2. Conduct Discussion for the revision	Depending on the nature of the service required.	10 minutes	*CSUP Director/Staff/Graphic Artist* CSUP
3. Present the proof of payment; receive the product output; and sign the F-PUB-005: Media/Publication Release Form	3. Deliver output	None	10 minutes	*CSUP Personnel* CSUP
4. Accomplish the PR-RAI-001: Costumer Feedback Generation	4. Receive and consolidate customer's feedback form	None	3 minutes	*Quams Staff* Quality Assurance and Services

TOTAL:	Depending on the nature of the service required.	**33 minutes**	

- ## RECORDS MANAGEMENT OFFICE

Schedule of availability of service *[applicable to all types of services delivered by the Office]:*
Monday to Friday (8:00 AM – 5:00 PM); No Noon Break

1. Monitoring of Documents through the Document Tracking System (DTS)

Records Management Office is the identified Process Owner of the DTS. Being the process owner, it is responsible for the monitoring of the system and answering queries on any problems that will arise in the usage of the system.

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All personnel of Caraga State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Username and password of each office staff responsible in document processing	MIS Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to the system using the Username and Password		None		Office Staff Responsible in Document Processing
Log/Input the Information of the Document for routing		None	1 minute	Office Staff Responsible in

				Document Processing
Copy QR Code and attach to the Document for Routing		None		Office Staff Responsible in Document Processing
Log-Out the Document from the DTS before routing		None	1 minute	Office Staff Responsible in Document Processing
Route the Document to the Receiving Office	Log-In the Document from the Receiving Office by scanning the QR Code	None	5 minutes	Office Staff Responsible in Document Processing Office Staff of the Receiving Office
Track/Monitor the Document Being Routed from the DTS		None	1 minute	Office Staff Responsible in Document Processing
	TOTAL	**None**	**8 Minutes**	
******End of Transaction******				

• SUPPLY AND PROPERTY MANAGEMENT OFFICE

1. Permission Slip

To monitor the equipment/property of Caraga State University that is taken off-campus.

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

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Permanent Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished F-Supply-002	This form can be secured through https://www.carsu.edu.ph/?q=downloadables

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Permission Slip Form and submit it to the SPMO	1. Check the position of requisition 2. Review the reason of usage outside the campus 3. Sign the permission slip	None	5 Minutes	SPMO Personnel SPMO Director
2. Claimed the signed permission slip	1. Release the requested form	None	2 Minutes	SPMO Personnel
		Total	**7 minutes**	

2. Return of Waste Equipment

To monitor all returned waste property and equipment from the end-user to the Supply Management Services Office.

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

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly accomplished F-Supply-007	This form can be secured through https://www.carsu.edu.ph/?q=downloadables

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the Property Equipment Waste Form and submit it to the SPMO	1. Check if the form has been completely filled out. 2. Cross-check the item declared in the form with the item returned. 3. Sign the document 4. Received the returned item	None	15 Minutes	SPMO Personnel
2. Request a copy of the Waste form	1. Release the requested form	None	2 Minutes	SPMO Personnel
		Total	**17 minutes**	

3. Inventory Request

To monitor each request of inventory of the equipment assigned per end-user of Caraga State University.

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

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Duly accomplished F-Supply-008	This form can be secured through https://www.carsu.edu.ph/?q=downloadables

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Inventory Request Form and submit it to the SPMO	1. Received the request form 2. Set a schedule for the conduct of Inventory	None	5 Minutes	SPMO Personnel
2. Waits for the set schedule	1. Provide list of Property	None		SPMO Personnel
3. Participate the Inventory process	1.Check the existence of the property 2. Provide updated list of Property	None	60 minutes	SPMO Personnel
		Total	**65 minutes**	

4. For replacement of delivered items

To track the returned items to the supplier for replacement.

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

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly accomplished F-Supply-0011	This form can be secured through https://www.carsu.edu.ph/?q=downloadables

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the Return Items Form and submit it to the SPMO	1. Receive the request form. 2. Verify if the form has been completely filled out. 3. Check the warranty period of the procured item. 4. Receive and inspect the item for replacement.	None	10 Minutes	SPMO Personnel
2. Waits for the feedback of the supplier	1. Coordinate with the supplier for the replacement.	None		SPMO Personnel
3. Received feedback from the supplier and the replaced item	1.release the replaced item	None	15 minutes	SPMO Personnel
		Total	**25 minutes**	

5. Purified Drinking Water

To monitor the delivery of purified drinking water.

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

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Duly accomplished F-Supply-0016	This form can be secured through https://www.carsu.edu.ph/?q=downloadables

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up Service Request Form and submit it to the SPMO	1. Receive the request form. 2. Verify if the form has been completely filled out.	None	2 Minutes	SPMO Personnel
2. Waits for the Delivery of purified drinking water	1. Coordinate with the water supplier for the delivery.	None		SPMO Personnel
3. Count the number of gallons delivered	1.Recieved the delivery Receipts	None	10 minutes	SPMO Personnel
		Total	**12 minutes**	

6. Request for Supplies and Materials

To monitor and facilitate the deliveries of all procured items

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

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government			
Who may avail:	CSU Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Duly accomplished Requisition and Issue Slip (RIS)			This form can be secured through https://www.carsu.edu.ph/?q=downloadables	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up Requisition and Issue Slip (RIS) and submit it to the SPMO	1. Receive the request form. 2. Verify if the form has been completely filled out. 3. Check the signatories 4. Check the availability of the requested supplies/equipment	None	2 Minutes	SPMO Personnel
2. Received the requested supplies/equipment	1. Assist on the counting of quantity	None	10 minutes	SPMO Personnel
3. Ask copy of the RIS or the Inventory Custodian Slip or Property Acknowledgment Receipt	1.Provide the requested copy	None	2 minutes	SPMO Personnel
		Total	**24 minutes**	

- **Office of the Campus Safety and Security**

Application of Gate Pass Sticker

Schedule of availability of service: Refer to Posted Schedule (8:00 AM - 5:00 PM); No Noon Break

Office or Division:	Office of the Campus Safety and Security
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Employees, students, concessioners, suppliers and service providers
Description:	Application submitted to the Security Office to obtain a sticker that grants the owner authorization for their vehicle to enter CSU-Main Campus. This sticker also enhances security for both the university and the vehicle owner by protecting their property and ensuring the university's safety from trespassers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Photocopy of Driver's License	Applicant
• Photocopy of Certificate of Registration (Vehicle)	Applicant
• Photocopy of Official Receipt (Vehicle)	Applicant
• Application Form	OCSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Application Form	Provide Application form	None	1 Minute	OCSS staff
Fill up Application Form	None	No	1 Minute	Applicants

		ne		
Submit application form with supporting documents	Check and verify application form with supporting documents	None	2 Minutes	OCSS Staff
Acquire Payment Slip	Provide Payment Slip	50.00 student/employee 100.00 concessioners/service providers/suppliers	1 Minute	OCSS Staff
Submit Official Receipt	Release Vehicle Gate Pass Sticker		1 Minute	OCSS Staff
		Total	**6 minutes**	

• OFFICE OF STUDENT LEADERSHIP AND DEVELOPMENT

Handling the administrative and logical tasks related to approving, coordinating, and managing short-term space rentals, ensuring compliance with regulations and meeting the needs of renters and property owners.

1. **Processing Student Organization Event**
   Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Office of Student Leadership and Development
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

• Letter of Intent • Activity Design • Recommending Slip • Endorsement Slip	Applicant Applicant University Student Government League of Campus Organizations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Letter of Intent to LCO	Log the document(s) Evaluate Activity Request Attach Endorsement slip	None	5 Minutes	Applicant
Submit the Letter of Intent to the USG along with the Endorsement Slip	Log the documents Evaluate Activity Request Attach Recommending slip	None	5 Minutes	Applicant
Submit the Letter of Intent to the OSLD along with the Endorsement Slip and Recommending Slip	Log the documents Evaluate Activity Request Returned Activity to the applicant	None	5 Minutes	Applicant
Evaluate service experience	Provide Client Satisfaction Survey Form	None	5 minutes	Applicant
		Total	**20 minutes**	

2. Processing of Student Organization Accreditation

Managing the administrative, legal, and operational procedures involved in approving, coordinating, and overseeing long-term space rentals, ensuring compliance with regulations and facilitating agreements between property owners and tenants

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Office of Student Leadership and Development
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government

Who may avail:	CSU Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
*Letter of intent addressed to OSLD *Organization's Constitution and By Laws *Written documents of the initiation rights (for fraternities and sororities only) *Confirmation of approval from the adviser(s) *List of officers *List of members *Annual Action Plan *Personal Profile of every member *Interview *Organization Membership Fee (Php 500.00)			League of Campus Organizations Applicant Applicant Applicant Applicant Applicant Applicant Applicant Applicant Applicant	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Attend Orientation on Accreditation Procedure	Orient applicants on the procedure and requirements	None	4 hrs	Applicants
Submit all requirements to the office of League of Campus Organization	Evaluate Accuracy of the submitted documents	500.00	5 Minutes	Applicants
Attend Oath taking with their adviser(s)	Conduct Oath Taking Ceremony	None	2 hrs	Applicants
Secure Certificate of Accreditation	Issuance of Certificate of Accreditation	None	3 minutes	Applicants
		Total	**6 hrs & 8 minutes**	

3. Processing of Student Organization Renewal

Managing the administrative, legal, and operational procedures involved in approving, coordinating, and overseeing long-term space rentals, ensuring compliance with regulations and facilitating agreements between property owners and tenants

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Office of Student Leadership and Development
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen/G2G – Government to Government
Who may avail:	CSU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*Letter of intent addressed to OSLD *Confirmation of approval from the adviser(s) *List of officers *List of members *Accomplishment and Liquidation Report *Annual Action Plan *Personal Profile of every member *Interview *Organization Membership Fee (Php 500.00)	League of Campus Organizations Applicant Applicant Applicant Applicant Applicant Applicant Applicant Applicant Applicant Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements to the office of League of Campus Organization	Evaluate Accuracy of the submitted documents	500.00	5 Minutes	Applicants
Submit all requirements to the office of Student Leadership and Development	Verify Accuracy of the submitted documents	None	5 Minutes	Applicants

Online Clearance Unblocking	Unblock the identified student officers on their online clearance	None	1 Minute	OSLD Staff
		Total	**11 minutes**	

ALUMNI RELATIONS OFFICE

1. Processing of Request for Alumni ID to assist the CSUAAGPI

The service allows the graduates of the university to request their alumni number/s for the processing of Alumni ID for the association.
Note: Processing of Alumni ID and membership are a multi-stage process. The Office of Alumni Office is only responsible for processing to assist the CSUAAPGI for the releasing of the Alumni ID number/s and assists on the membership application of the alumni to the Caraga State University Alumni Association Golden Paddlers Inc. Of CSU.

Schedule of Availability of the service: Monday to Friday 8:00 AM -5:00 PM No Noon Break

Office or Division:	**Alumni Relations Office/CSU Alumni Association Golden Paddlers Inc Office**
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All CSU Alumni
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Any Government ID • Filled out and approved CSUAAGPI Membership form (CSUAAGPI) • Accomplished Request for Alumni Request Form **F-ARO-001** (1 Original Copy)	Alumni Relations Office and/or CSUAAGPI office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished request form for Alumni ID to the Alumni Relations Office/CSUAAPGI Office 2. For Online Transaction: Send accomplished Request for Alumni ID and membership form via email	I. In-person Transaction: 1.1 Receives the request form for Alumni ID (Attachment is the duly signed CSUAAGPI Membership Application Form) 1.2 Verification of identity (Alumni Directory Database) 1.3 Upon approval and verified identity of the requester proceed to payment 1.4 Waiting for the release of the Alumni ID to be distributed in person at the office (Authorization letter with Government ID in the absence of the requester may accepted during the release) II. For Online	Level 1: Regular Membership **₱300.00** Level 2: Silver Membership **₱500.00** Level 3: Golden Membership (One-time payment) **₱5000.00** Basis: **CSUAAGPI Reso. No. 006, s.2024**	10 minutes 10 Minutes 5 Minutes 30 Days (Bulk orders, printing and releasing)	**Office Staff** *Alumni Relations Office*

	(via email) Transaction: 2.1 Email the official aro email of the intent. (Attachment is the duly signed CSUAAGPI Membership Application Form) 2.2 Fill out the request form for Alumni ID in Google Form link provided 2.3 Receives the request form/Google form via email 2.4 Verification of identity in the Alumni Directory Database (Attachment of any government ID in pdf/jpeg file) 2.5 Upon approval and verified identity proceed to payment Waiting for the release of the Alumni ID to be distributed in person at the		30 minutes 10 Minutes 5 Minutes 5 Minutes 5 Minutes 30 Days	

	office (Authorization letter with Government ID in the absence of the requester may accepted during the release)		(Bulk orders, printing and releasing)	
		Total	**30 working days and 25 minutes (Bulk printing and releasing of Alumni ID)**	

● OFFICE OF THE UNIVERSITY CENTER FOR CULTURE AND THE ARTS

1. REQUEST OF CULTURAL PERFORMANCES (INTERNAL/EXTERNAL)

To ensure that proper coordination will be made for any agency requesting any performing group under the University Center for Culture and the Arts to perform outside the University.
To ensure that proper coordination will be made for any Unit of the University requesting any performing group under the University Center for Culture and the Arts to perform within the University.

Schedule of availability of service: Monday to Friday (8:00 AM – 5:00 PM) No Noon Break

Office or Division:	**UNIVERSITY CENTER FOR CULTURE AND THE ARTS**			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Caraga State University Students, CSU employees, and outsiders			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Request letter with a reference slip containing the action made by the University President. 2. Program of the activity.			Office of the president	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send a Request Letter to the Office of the University President at least one week before the conduct of the activity/program.	Approved the request or make recommendations to the Director of the Center for Culture & the Arts.	None	5 minutes	Office of the President

(The letter must include the requestor's contact number).	The UCCA office will respond to the letter regarding the approval of the request.			Artistic Head
2. Schedule an appointment with the UCCA Director.	Set schedule of meeting (physical/online)	None	5 minutes	Artistic Head, UCCA Personnel
3. (Scheduled date) Fill-up the request form. Discuss additional info about the request.	Receive and Check the Duly Accomplished Request Form. Discuss the responsibilities of the requestor.	None	30 minutes	UCCA Director, Artistic Head, UCCA Personnel
	Total:	**None**	**40 minutes**	

2. APPLICATION TO THE DIFFERENT PERFORMANING ARTS UNDER THE UNIVERSITY CENTER FOR CULTURE AND THE ARTS (UCCA)

To ensure that all applicants will undergo standard screening procedure.
To ensure that qualified members will meet the set qualifications to avail the scholarship.

Schedule of availability of service: Monday to Friday (8:00 AM – 5:00 PM) No Noon Break

Office or Division:	**UNIVERSITY CENTER FOR CULTURE AND THE ARTS**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bona fide students of Caraga State University

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid CSU ID 2. Choice Piece / Instrument			MIS Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get an audition form at the UCCA office.	Issue audition forms.	None	2 minutes	UCCA Personnel
2. Submit the accomplished form on the audition schedule. Get an audition number.	Receive Accomplished Audition Form. Issue an audition number.	None	2 minutes	UCCA Personnel
3. Deliver the best performance.	Screen the auditionee	None	6 minutes	UCCA Personnel
4. Wait for the result of the audition	Posting/ Dissemination of audition result	None		UCCA Personnel
5. Submit Necessary Documents	Receive the submitted documents	None	2 minutes	UCCA Personnel
	Total:	**None**	**12 minutes**	

3. BORROWING OF COSTUMES, ACCESSORIES, MUSICAL INSTRUMENTS & EQUIPMENTS, ETC.

To ensure that the borrowing of costumes, accessories, musical instruments & equipment, etc from the University Center for Culture & the Arts is properly coordinated with the Property

To ensure that the borrowed costumes, accessories, musical instruments & equipment, etc. will be returned on time and in good condition

Schedule of availability of service: Monday to Friday (8:00 AM – 5:00 PM) No Noon Break

Office or Division:	UNIVERSITY CENTER FOR CULTURE AND THE ARTS
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students of Caraga State University and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
3. Approved program of activity 4. Valid CSU ID			MIS Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Approach the Property Custodian to Borrow Costumes, Accessories, Musical Instruments/Equipment, Etc.	Check the availability of the requested Costumes, Accessories, Musical Instruments/Equipment, Etc.	None	5 min	UCCA Property Custodian
2. Fili-out the Borrower's Slip	Collect the accomplished Borrower's Slip Check Whether the Borrowe/s Slip is Duly Filled-out Completely Release the Borrowed Costumes, Accessories, Musical Instruments/Equipment, Etc.	None	10 min	UCCA Property Custodian
3. (Scheduled date) Fill-up the request form. Discuss additional info about the request.	Receive and Check the Duly Accomplished Request Form. Discuss the responsibilities of the requestor.	None	30 minutes	UCCA Head, Artistic Head, UCCA Personnel
	Total:	**None**	**40 minutes**	

- ## DIVISION OF RESOURCE GENERATION AND ENTREPRENEURIAL SERVICES

Handling the administrative and logical tasks related to approving, coordinating, and managing short-term space rentals, ensuring compliance with regulations and meeling the needs of renters and property owners.

1. **Processing Short Term Space Rentals**
   Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Division of Resource Generation and Entrepreneurial Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2G – Government to Government			
Who may avail:	Caraga State University Employees and outsiders			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Letter of Intent 2. Photocopy of OR and CR 3. Photocopy of Driver's License 4. 2x2 ID			Applicant	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Intent	Received	None	5 minutes	Applicant
Fill out the Rental Application Form and submit requirements	Check and verify	None	10 minutes	DRGES Staff
Present Official Receipt	Issue Billing Statement or Payment Slip	Php 200/day (12.2 sqm max)	5 minutes	Applicant

Start using the space	None	None	2 minutes	Applicant
	Total:	**None**	**17 minutes**	

2. **Processing Long Term Space Rentals**

Managing the administrative, legal, and operational procedures involved in approving, coordinating, and overseeing long-term space rentals , ensuring compliance with regulations and facilitating agreements between property owners and tenant.

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Division of Resource Generation and Entrepreneurial Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2G – Government to Government			
Who may avail:	Caraga State University Employees and outsiders			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Letter of Intent 2. Rental Application Form 3. Photocopy of Two valid ID’s 4. Community Tax Certificate 5. Barangay Clearance 6. Police Clearance			Applicant	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Intent	Received	None	5 minutes	Applicants
Screen Application	Evaluate	None	3 months (Maximum)	SPACE Committee, OPD, & Production Board
Submit and Process required documents	Approved and Draft contract	Php 200/day/ 12.2 sqm/mon	3 days	Applicants & Production Board Secretariat
Start using the space	None	None	1 day	Applicants
	Total:	**None**	**3 months and 4**	

		days and 5 minutes	

3. Processing Facility and Venue Rentals

Managing the administrative, logistical, and contractual process for renting facilities and venue, ensuring compliance with regulations and meeting the needs of both renters and property owners.

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Division of Resource Generation and Entrepreneurial Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2G – Government to Government			
Who may avail:	Caraga State University Employees and outsiders			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
For Internal Booking -Letter of intent/Approved activity design of Activity/MEMO -Fill out Service Request Form 3-5 days prior the activity *For External Booking -Letter of intent/Optional -Fill out Service Request Form 3-5 working days prior the activity -Issuance of billing/copy of OR			Applicant	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Intent to OP or inquire Facility In-Charge	Received	None	10 minutes	Applicants
Process request	Evaluation	None	2 days (Maximum)	OP Personnel/DRGES Staff/Facility In-Charge
Payment/Booking	Collect Payment and/or Book Request	Variable (refer to the Tarif in the IGP Manual)	1 hour	Applicant/DRGES Staff/Facility In-Charge
Use of the Facility	None	None	----	Applicant

Total:	**None**	**2 days, 1 hour and 10 minutes**	

● TECHNOLOGY TRANSFER AND LICENSING OFFICE (TTLO)

1. Conduct Patent Search

A patent search involves identifying and analyzing patented and non-patented information to determine the relevance and similarity of a proposed invention to existing technology, ensuring novelty and non-obviousness for patentability.

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Intellectual Property (IP) Department Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2G – Government to Government			
Who may avail:	Caraga State University Employees and outsiders			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Intellectual Property Disclosure Form (F-IDP-001) **2. Client Form (F-CP-001)**			• **TTLO Staff** • **TTLO Staff**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill out IP disclosure and client forms	None	None	2 days	Client
Receive accomplished forms	Check and Verify	None	10 minutes	TTLO Staff
Conduct patent search	Check Patent Databases	None	15 days	Technical Expert
Discuss patent search report	Review	None	1 hour	Technical Expert & ITSO Manager/TTLO Director
Pay the patent searching service fee	None	Infringement/FTO	5 minutes	Cashier's Office

at the Cashier's Office		Php 15,000.00 Patentability and Other Searches – Php 10,000.00		
Secure copy of Official Receipt	Receive	None	1 minute	TTLO Staff
Present Patent Search Report to client	Present	None	2 hours	Technical Expert
Total:		**None**	**17 days, 3 hours and 16 minutes**	

2. Conduct of Patent Drafting

Patent drafting involves creating a detailed and legally sound document that describes an invention, its unique features, and the scope of protection sought, ensuring it meets the requirements for patentability.

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Intellectual Property (IP) Department Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/G2G – Government to Government			
Who may avail:	Caraga State University Employees and outsiders			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Intellectual Property Disclosure Form (F-IDP-001) **2. Client Form (F-CP-001)** **3. Patent Search Report**			• **TTLO Staff** • **TTLO Staff** • **Technical Staff**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill out IP disclosure and client forms	None	None	2 days	Client
Receive accomplished forms	Check and Verify	None	10 minutes	TTLO Staff

Review prior arts	Patent Search	None	16 days	Technical Expert
Prepare patent/UM documents	Draft and Consult	None	3 Months	Technical Expert & Client
Review patent/UM application documents	Discuss	None	4 hours	TTLO Director / ITSO Manager
Pay the patent drafting service fee at the Cashier's Office	None	Php 20,000.00	5 minutes	Cashier's Office
Present Patent Search Report to client	Present	None	2 hours	Technical Expert
Present Official Receipt	Receive	None	1 minute	TTLO Staff
Submit to IPOPHL	File for Patent/UM	None	24 hours	TTLO Staff
Pay filing Fee	None	Php 5,000.00*	30 working days (maximum)	Client
	Total:	**None**	**4 months, 19 days, 6 hours and 26 minutes**	

3. Technology Licensing / Commercialization

Technology licensing involves granting a company or individual the right to use, produce, or sell a specific technology, often in exchange for royalties or other terms of payment.

Monday-Friday 8:00 AM to 5:00 PM (No noon break)

Office or Division:	Intellectual Property (IP) Department Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen/G2G – Government to Government
Who may avail:	Caraga State University Employees and outsiders
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Intellectual Property Disclosure Form (F-IDP-001) **2. Client Form (F-CP-001)** **3. Office of the President Reference Slip**	• **TTLO Staff** • **TTLO Staff**

			• **Office of the President**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit Letter of Intent	None	None	-	Client
Receive and provide reference slip	Receive and Provide	None	3 days	Office of the President
Receive reference slip	Receive	None	1 minute	TTLO Staff
Conduct multiple consultative meetings	Host Meetings	None	40 hours (5 working days)	Client, Technical Experts, TTLO Director/ITSO Manager
Prepare term Sheets and terms of reference	Draft term sheets	None	2 months	Technical Experts, TTLO Director/ITSO Manager
Negotiate terms of agreements	Negotiate with the adapter	None	2 months	Cashier's Office, TTLO Director/ITSO Manager, Licensee,University Legal Representative
Signing of IP commercialization agreement	Review and finalize	None	2 months	Licensor *(University)* and Licensee *(Adapter)*
	Total:	**None**	**6 months, 8 days, & 1 minute**	

CARAGA STATE UNIVERSITY

CABADBARAN CITY