

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Filled-up Application (my.southernleytestateu.edu.ph) 2. 2 x2 ID picture 3. Photocopy of the Grades (Grade 11); Semestral Rating of previous semester / Certificate of Grades of previous semester/Transcript of Records (if transferee) 4. DSWD Household number/Income Tax Return/ Certificate of Indigency/ 4Ps ID 5. Certificate of Barangay Residency 6. Authenticated PSA or Authenticated NSO 7. Southern Leyte State University Entrance Examination list of passers	BOR Resolution No. 108, series of 2019  				

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Issuance of Activity Permit for Registered Organization

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<u>For meeting:</u> Memorandum <u>For other activity:</u> Activity Proposal	Student Supreme Council (SSC) By-laws	1. Visit the SDS Office and submit the memorandum or activity proposal. 2. Ensure that all signatories signed the activity permit 3. Reproduce the approved activity permit for different offices (1 for VPAA, 1 for Security, 1 Student Organization) and submit to respective offices. Submit the approved activity permit to the SDS Head. 4. Provide rating/feedback on the work rendered 5. Sign in logbook to acknowledge receipt	There is a system of accreditation, monitoring and evaluation of student organizations	25 minutes	None
TOTAL				25 minutes	None

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Issuance of Certificate of Good Moral Character

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Official Receipt ORF for non-graduating	BOT Res. No. 15 s. 2002	1. Get request from the SAS staff (face-to-face/online through google form)  2. Fill-up request form and present the filled-up request form, official receipt and/or ORF (for non-graduating) to the SAS Staff  3. Claim the request certificate and sign in the logbook to acknowledge receipt 4. Provide rating/feedback on the work rendered 5. Proceed to the Registrar for dry sealing of the document	Student Handbook Revised Edition 2019  (BOR Resolution No. 108)	10 minutes	Php25.00/ Copy
<b>TOTAL</b>				10 minutes	Php25.00/Copy

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Order Form	Student Handbook Revised Edition 2019  BOR Resolution No. 108, series of 2019	1.In the BARGO Fill-up payment order form for university uniform  Go to Step 3 (cashier’s Office)  2. In the Cashier’s Office, pay university uniform  3. Provide rating /feedback on the work rendered  4. Present OR to bargo Office to claim the merchandise  5. Provide rating/feedback on the work rendered	Post-enrollment process.	6 minutes	None
					Note: Depending on the size of the uniform
<b>TOTAL</b>				6 minutes	Note: Depending on the size of the uniform

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Borrowing and Returning of Books for Overnight Use

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Fill—in book card of the book to be borrowed.			None
1. Library Identification Card	An identification card used to borrow and return the books borrowed by the students.	2. Present the book to be borrowed, library identification card and filled - in book card to the library staff at the counter		2 minutes	None
1. Book	The book(s) which was/were borrowed by the students.	2. Return the borrowed book to the library staff at the counter.		3 minutes	Fines for overdue books: 10.00/day
		3. After receipt of payment slip, go to Cahier's Office to pay the fines then go back to the library.			None
1. Official Receipt for fines.	For the Cashier to know how much shall be paid by the students.	4. Present the Official Receipt (OR) to the library staff at the counter. 5. Provide rating/feedback on the work rendered		1 minute	None
TOTAL				6 minutes	Fines for overdue books: 10.00/day

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Application for New/Renewal of Library Identification Card

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Validated ORF, 1x1 ID picture & Official Receipt	These documents are required ensuring that the students are officially enrolled in the current semester.  Official receipt as basis for the exact payment of fees.	1. Present ORF and 1x1 ID picture to the library staff		1 minute	For Undergraduate Students 1st issuance: -Free Succeeding issuances & replacement of lost LIC - P50.00 For Graduate School Students— P30.00/ first issuance, succeeding issuances P50.00
1. Filled—in Library Identification Card form with picture attached	Library Identification Card	2. Fill-in Library Identification Card (LIC) form & paste 1 x 1 ID picture on it, then submit to the staff at the counter		6 minutes	None
		3. Sign in the logbook to acknowledge receipt 4. Provide rating/feedback on the work rendered		1 minute	None
TOTAL				8 minutes	

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Electronic Document Delivery Service (Online Library Service)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Validated LIC / University Library registration form- (During pandemic only)	These documents are required ensuring that the students are officially enrolled in the current semester.	1. Make request by sending an email or through Ask –a-Librarian with the specific information of the material being requested.		3 minutes	None
1. Filled-in EDDS form	Library Identification Card	2. Fill up EDDS form at <a href="https://forms.gle/yMdQzQn8SnKFY6QNA">https://forms.gle/yMdQzQn8SnKFY6QNA</a>		30 minutes (w/o ready PDF) or 5 minutes (w/ ready PDF)	None
1. Filled-in Feedback Form		3 Fill up feedback form at <a href="https://tinyurl.com/SLSU-QF-UL06">https://tinyurl.com/SLSU-QF-UL06</a>		2 minutes	None
<b>TOTAL</b>				10 (w/PDF ready) or 35 (w/o PDF ready) minutes	None

[illegible]



Palawan, MLhuillier & Landbank sent via SLSU MC-Cashier FB page					
2. Provide rating/feedback on the work rendered					
<b>TOTAL</b>				2 minutes	Refer to List of Fees, Charges and other Financial Obligations

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: IT Hardware and Software Maintenance

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Job Order Form	SLSU-QF-MI01 September 28, 2021 SLSU-QF-MI01 February 22, 2023	1. Fill up job order form		15 minutes minimum and maximum of 1 day depending the type of job requested	None
		1. Provide rating/feedback on the work rendered			None
<b>TOTAL</b>				15 minutes minimum and maximum of 1 day depending the type of job requested	None

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Issuance of Certification, Authentication and Verification (CAV) Certificate

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Original copy and 2 photocopies of TOR, and/or Diploma for CAV	CMO 59 s. 2016 Amendment to the guidelines of CMO No. 17 s. 2016 dated June 10, 2013	1. REGISTRAR'S OFFICE: Get one copy of request slip from the counter and fill it up, then get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn.			CAV Certificate: Php100.00 per document
		2. Once the priority and window numbers appear on the TV screen, approach the indicated window & present duly filled request slip, original copies of TOR and Diploma to the staff at the window.		3 minutes	Authentication: TOR—Php 25.00 per set Diploma - Php 25.00 per copy
1. Payment slip duly signed by Registrar's Office staff	For the Cashier to know how much shall be paid by the students.	CASHIER'S OFFICE: 3. Get a priority number, take a seat & wait for it to appear on the TV screen to signal your turn.			As indicated in the payment slip
		4. Once the priority and window numbers appear on the TV screen, approach the indicated window, and present the duly signed payment slip together with the money to the staff at the window.		2 minutes	None
		5. Go back to Registrar's Office if payment is done & documentary stamps are already secured.			None

1. Official Receipt and Documentary Stamps	To ensure that corresponding payments of the request is fulfilled.  Documentary stamps are required as evidence of the integrity of the document and acceptance of the same.	REGISTRAR'S OFFICE: 6. Present Official Receipt & documentary stamps to the staff at the same window where you first transacted (No need to get a priority number).		9 minutes	None
		7. Sign in logbook to acknowledge receipt. Go to President's Office.			None
1. Original and two photocopies of documents for CAV with attached documentary stamps, certification and endorsement letter.  2. Original and photocopy of Official Receipt	To ensure that these documents bear authentic data as per record of the Registrar's Office before the University To ensure that the corresponding payment of fees has been paid.	SLSU PRESIDENT'S OFFICE: 8. Present all documents given by Registrar's Office to the clerk of the President's Office. President signs the CAV.		8 minutes and 30 seconds	None
		9. Sign in the logbook to acknowledge receipt of documents. 10. Provide rating/feedback on the work rendered.			None
<b>TOTAL</b>				22 minutes & 30 seconds	None

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - New Students (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p><i>For High School Graduate</i></p> <ol style="list-style-type: none"> <li>1. High School Card (Form 138-A)</li> <li>2. Good Moral Character Certificate</li> <li>3. Photocopy of PSA Birth Certificate.</li> </ol> <p><i>For Alternative Learning System (ALS) Passers:</i></p> <ol style="list-style-type: none"> <li>1. ALS Report of Rating</li> <li>2. Certificate of Good Moral Character from the last school attended</li> <li>3. Photocopy of PSA Birth Certificate</li> </ol>	Basic requirements for admission purposes of the students to the University.	<ol style="list-style-type: none"> <li>1. Get application form for admission from the SAS Staff</li> </ol> <p>Fill-up application form for admission and sign the Data Privacy Consent (DPC) Form then submit to SAS staff together with the entrance credentials.</p>		5 minutes	None
<ol style="list-style-type: none"> <li>1. Duly filled-up enrollment form</li> <li>2. Signed Data Privacy Consent (DPC) Form</li> <li>3. Route Slip</li> </ol>	Basic requirements for all students irrespective of their status which are attached to their enrollment form before the encoding of courses/ subjects	<ol style="list-style-type: none"> <li>2. Fill-up the enrollment form &amp; submit to the Department Enrolling Officer</li> </ol> <p>For GS students, go to cashier's office</p> <p>For UGS students, go to Free Higher Education (FHE) Office</p>		6 minutes	None
<ol style="list-style-type: none"> <li>1. Duly filled-up enrollment form</li> <li>2. Signed Data Privacy Consent (DPC) Form</li> <li>3. Route Slip</li> </ol>	RA 10931 (Universal Access to Quality Tertiary Education Act)	<ol style="list-style-type: none"> <li>4. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</li> </ol> <ul style="list-style-type: none"> <li>• For FHE Non Recipient, go to Cashier's office</li> <li>• For FHE Recipient, go to Registrar's Office</li> </ul>		2 minutes	None

1. Duly filled-up enrollment form 2. Signed Data Privacy Consent (DPC) Form 3. Route Slip	Non Free Higher Education (FHE) Recipient must pay for the tuition and other school fees (TOSF) for the semester.  New students who are second courser shall pay the entrance fee or the entire tuition fee for the semester.	At the Cashier's Office (GS Students and Non-FHE Recipient)  5. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served  Once the priority and window numbers appear on the TV screen: Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office		2 minutes	For Undergraduate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00
1. Official Receipt 2. Duly filled-up enrollment form 3. Signed Data Privacy Consent (DPC) Form 4. Route Slip		At the Registrar's Office  6. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served  Once the priority and window numbers appear on the TV screen: Approach the designated window, present the route slip and the required documents to the staff.  Sign in the logbook to acknowledge receipt of the ORF and assessment slip  Provide rating/feedback on the work rendered		7 minutes	None
<b>TOTAL</b>				FHE Recipient 20 minutes  Non FHE Recipient 22 minutes	For Undergraduate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Transferees (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Certificate of Transfer Credentials( CTC) 2. Transcript of Records (TOR- Informative Copy) 3. Certificate of Good Moral Character from the last school attended 4. Photocopy of PSA Birth Certificate	Non Free Higher Education (FHE) Recipient must pay for the tuition and other school fees (TOSF) for the semester.  Transferees who are second courser shall pay the entrance fee or the entire tuition fee for the semester.	1. Get application form for admission from the SAS Staff  Fill-up application form for admission and sign the Data Privacy Consent (DPC) Form then submit to SAS staff together with the entrance credentials.		5 minutes	None
1. Duly filled-up enrollment form 2. Signed Data Privacy Consent (DPC) Form 3. Route Slip	Basic requirements for all students irrespective of their status which are attached to their enrollment form before the encoding of courses/ subjects	2. Request for evaluation of subjects (if there credited subjects taken from previous school)  Fill-up the enrolment form & submit to the Department Enrolling Officer  For GS students, go to cashier's office  For UGS students, go to Free Higher Education (FHE) Office		16 minutes	None
1. Duly filled-up enrollment form 2. Signed Data Privacy Consent (DPC) Form 3. Evaluation Result 4. Route Slip	RA 10931(Universal Access to Quality Tertiary Education Act)	3. Present the filled-in enrolment form to the Free Higher Education (FHE) Office  • For FHE Non Recipient, go to Cashier's office		2 minutes	

		<ul style="list-style-type: none"> <li>For FHE Recipient, go to Registrar's Office</li> </ul>			
<ol style="list-style-type: none"> <li>Duly filled-up enrollment form</li> <li>Signed Data Privacy Consent (DPC) Form</li> <li>Evaluation Result</li> <li>Route Slip</li> </ol>	Non Free Higher Education (FHE) Recipient must pay for the tuition and other school fees (TOSF) for the semester.	<p>At the Cashier's Office (GS Students and Non-FHE Recipient)</p> <ol style="list-style-type: none"> <li>Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</li> </ol> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office</p>		2 minutes	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>
<ol style="list-style-type: none"> <li>Duly filled-up enrollment form</li> <li>Signed Data Privacy Consent (DPC) Form</li> <li>Evaluation Result</li> <li>Official Receipt</li> <li>Route Slip</li> </ol>		<p>At the Registrar's Office</p> <ol style="list-style-type: none"> <li>Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</li> </ol> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window, present the route slip and the required documents to the staff.</p> <p>Sign in the logbook to acknowledge receipt of the ORF and assessment slip</p> <p>Provide rating/feedback on the work rendered</p>		7 minutes	



	<b>TOTAL</b>	FHE Recipient 30 minutes	For Undergraduate Program: Minimum of Php 500.00
		Non FHE Recipient 32 minutes	For Graduate Program: Minimum of Php 1000.00

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Continuing Students (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Duly filled-up enrollment form 2. Signed Data Privacy Consent (DPC) Form 3. Duly accomplished Clearance Certificate (last term attended) 4. Route Slip	Basic requirements for admission purposes of the students to the University.	1. Fill-up the enrollment form & submit to the Department Enrolling Officer  For GS students, go to cashier's office  For UGS students, go to Free Higher Education (FHE) Office		6 minutes	None
1. Duly filled-up enrollment form 2. Signed Data Privacy Consent (DPC) Form 3. Duly accomplished Clearance Certificate (last term attended) 4. Route Slip	RA 10931 (Universal Access to Quality Tertiary Education Act)	2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office <ul style="list-style-type: none"> <li>For FHE Non Recipient, go to Cashier's office</li> <li>For FHE Recipient, go to Registrar's Office</li> </ul>		2 minutes	None

<ol style="list-style-type: none"> <li>1. Duly filled-up enrollment form</li> <li>2. Signed Data Privacy Consent (DPC) Form</li> <li>3. Duly accomplished Clearance Certificate (last term attended)</li> <li>4. Route Slip</li> </ol>	<p>Non Free Higher Education (FHE) Recipient must pay for the tuition and other school fees (TOSF) for the semester.</p>	<p>At the Cashier's Office (GS Students and Non-FHE Recipient)</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office</p>		<p>2 minutes</p>	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>
<ol style="list-style-type: none"> <li>1. Duly filled-up enrollment form</li> <li>2. Signed Data Privacy Consent (DPC) Form</li> <li>3. Duly accomplished Clearance Certificate (last term attended)</li> <li>4. Official Receipt</li> <li>5. Route Slip</li> </ol>		<p>At the Registrar's Office</p> <p>4. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window, present the route slip and the required documents to the staff.</p> <p>Sign in the logbook to acknowledge receipt of the ORF and assessment slip</p>		<p>7 minutes</p>	<p>None</p>

		Provide rating/feedback on the work rendered			
<b>TOTAL</b>				FHE Recipient 15 minutes  Non FHE Recipient 17 minutes	For Undergra duate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Shiftees and Returnees (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Approved shifting form (for shiftees only) 2. Duly accomplished clearance (last term attended) 3. Duly filled-up enrollment form 4. Signed Data Privacy Consent (DPC) Form 5. Route Slip	Basic requirements for admission / enrollment purposes of the students to the University.	1. Request for evaluation of subjects (if there are credited subjects taken from previous semesters)  Fill-up the enrollment form & submit to the Department Enrolling Officer together with the required documents  For GS students, go to cashier's office For UGS students, go to Free Higher Education (FHE) Office		16 minutes	None
1. Duly filled-up enrollment form 2. Duly accomplished clearance (last term attended) 3. Approved shifting form (for shiftees only) 4. Signed Data Privacy Consent (DPC) Form 5. Route Slip	RA 10931 (Universal Access to Quality Tertiary Education Act)	2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office  • For FHE Non Recipient, go to Cashier's office  • For FHE Recipient, go to Registrar's Office		2 minutes	None

1. Duly filled-up enrollment form 2. Duly accomplished clearance (last term attended) 3. Approved shifting form (for shiftees only) 4. Signed Data Privacy Consent (DPC) Form 5. Route Slip	Non Free Higher Education (FHE) Recipient must pay for the tuition and other school fees (TOSF) for the semester.	At the Cashier's Office (GS Students and Non-FHE Recipient) 3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served  Once the priority and window numbers appear on the TV screen: Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office		2 minutes	For Undergraduate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00
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1. Duly filled-up enrollment form 2. Duly accomplished clearance (last term attended) 3. Approved shifting form (for shiftees only) 4. Signed Data Privacy Consent (DPC) Form 5. Official Receipt 6. Route Slip		At the Registrar's Office  4. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served  Once the priority and window numbers appear on the TV screen: Approach the designated window, present the route slip and the required documents to the staff.  Sign in the logbook to acknowledge receipt of the ORF and assessment slip  Provide rating/feedback on the work rendered		7 minutes	
<b>TOTAL</b>				FHE Recipient 25 minutes  Non FHE Recipient 27 minutes	For Undergraduate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Cross Enrollee (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Permit to Study from Mother Institution 2. Admission application Form 3. Route Slip	Basic requirements for admission / enrollment purposes of the students to the University.	1. Get application form for admission from the SAS Staff  Fill-up application form for admission and sign the Data Privacy Consent (DPC) Form then submit to SAS staff together with the required document		5 minutes	None
1. Permit to Study from Mother Institution 2. Admission Application Form 3. Duly filled-in enrolment form 4. Signed Data Privacy Consent (DPC) Form 5. Route Slip	A requirement for enrollment of student to the University	2. Fill-up the enrollment form & submit to the Department Enrolling Officer  For GS students, go to cashier's office For UGS students, go to Free Higher Education (FHE) Office		6 minutes	None
1. Permit to Study from Mother Institution 2. Admission Application Form 3. Duly filled-in enrolment form 4. Signed Data Privacy Consent (DPC) Form 5. Route Slip	RA 10931(Universal Access to Quality Tertiary Education Act)	3. Present the filled-in enrolment form to the Free Higher Education (FHE) Office  • For FHE Non Recipient, go to Cashier's office • For FHE Recipient, go to Registrar's Office		2 minutes	None



1. Permit to Study from Mother Institution 2. Admission Application Form 3. Duly filled-in enrolment form 4. Signed Data Privacy Consent (DPC) Form 5. Route Slip	Non Free Higher Education (FHE) Recipient must pay for the tuition and other school fees (TOSF) for the semester.	At the Cashier's Office (GS Students and Non-FHE Recipient)  4. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served Once the priority and window numbers appear on the TV screen: Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office		2 minutes	For Undergraduate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00
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1. Permit to Study from Mother Institution 2. Admission Application Form 3. Duly filled-in enrolment form 4. Signed Data Privacy Consent (DPC) Form 5. Official Receipt 6. Route Slip		At the Registrar's Office  5. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served  · Once the priority and window numbers appear on the TV screen:  Approach the designated window, present the route slip and the required documents to the staff.  Sign in the logbook to acknowledge receipt of the ORF and assessment slip  Provide rating/feedback on the work rendered		7 minutes	
<b>TOTAL</b>				FHE Recipient 20 minutes  Non FHE Recipient 22 minutes	For Undergraduate Program: Minimum of Php 500.00  For Graduate Program: Minimum of Php 1000.00

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - New Students (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>1. <i>For New Students:</i></p> <ul style="list-style-type: none"> <li>• High School Card (Form 138-A)</li> <li>• Good Moral Character Certificate</li> <li>• Photocopy of PSA Birth Certificate.</li> </ul> <p>2. <i>For Alternative Learning System (ALS) Passers:</i></p> <ul style="list-style-type: none"> <li>• ALS Report of Rating,</li> <li>• Certificate of Good Moral Character from the last school attended</li> <li>• Photocopy of PSA Birth Certificate</li> </ul>	Basic requirements for admission purposes of the students to the University.	<p>1. Visit SLSU Students and Auxiliary Services FB Page <a href="http://www.fb.com/SAS.southernleytestateu...">www.fb.com/SAS.southernleytestateu...</a></p> <p>Download, print and fill-up the application for admission form.</p> <p>Scan the application for admission form together with the required documents and send to <a href="mailto:sas@southernleytestateu.edu.ph">sas@southernleytestateu.edu.ph</a></p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>		10 minutes	None
		<p>2. Register account in Student Information System (SIS) via <a href="http://sis.southernleytestateu.edu.ph">http://sis.southernleytestateu.edu.ph</a></p> <p>Log in <a href="http://sis.southernleytestateu.edu.ph">http://sis.southernleytestateu.edu.ph</a> using your account</p>		2 minutes and 30 seconds	None

		<p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p>			
	RA 10931 (Universal Access to Quality Tertiary Education Act)	3. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)		2 minutes	None
		<p>4. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod@gmail.com/registrar_sg@southernleystateu.edu.ph">https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod@gmail.com/registrar_sg@southernleystateu.edu.ph</a></p>		2 minutes	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

1. Official Receipt		<p>5.Wait notification via text message from the system.</p> <p>Once validated, you will receive notations: “Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p> <p>Please send/submit your original admission requirements (before the start of classes of every semester) to:</p> <p>The Registrar Southern Leyte State University Main Campus, San Roque, Sogod, Southern Leyte</p>		2 minutes and 30 seconds	
<b>TOTAL</b>				<p>FHE Recipient 16 minutes</p> <p>Non FHE Recipient 18 minutes and 30 seconds</p>	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Transferees (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Transcript of Records (Informative Copy/Evaluation Purposes) 2. Certificate of Transfer Credential 3. Certificate of Good Moral Character 4. Photocopy of PSA Birth Certificate	Basic requirements for admission purposes of the students to the University.	1. Visit SLSU Students and Auxiliary Services FB Page <a href="http://www.fb.com/SAS.southernleytestateu...">www.fb.com/SAS.southernleytestateu...</a>  Download, print and fill-up the application for admission form.  Scan the application for admission form together with the required documents and send to <a href="mailto:sas@southernleytestateu.edu.ph">sas@southernleytestateu.edu.ph</a>  Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment		10 minutes	None
		2. Register account in Student Information System (SIS) via <a href="http://sis.southernleytestateu.edu.ph">http://sis.southernleytestateu.edu.ph</a>  Send scanned Transcript of Records (TOR) to the email address of the department where your program belong and request for evaluation of subjects  Log in <a href="http://sis.southernleytestateu.edu.ph">http://sis.southernleytestateu.edu.ph</a> using your account		11 minutes and 30 seconds	None

		<p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p>			
	RA 10931 (Universal Access to Quality Tertiary Education Act)	3.Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)		1 minute and 30 seconds	None
		<p>4. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado</p> <p>Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/">https://www.facebook.com/SLSU-MC-Cashier/</a> / <a href="mailto:slsuregistrarsogod@gmail.com">slsuregistrarsogod@gmail.com</a> / registrar_sg@southernleytestateu.ph</p>		2 minutes	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

1. Official Receipt		<p>5. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations: “Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p> <p>Please send/submit your original admission requirements (before the start of classes of every semester) to:</p> <p>The Registrar Southern Leyte State University Main Campus, San Roque, Sogod, Southern Leyte</p>		2 minutes and 30 seconds	
<b>TOTAL</b>				<p>FHE Recipient 25 minutes</p> <p>Non FHE Recipient 27 minutes and 30 seconds</p>	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>



#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Continuing Students (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Clearance Certificate 2. Signed Data Privacy Consent (DPC) Form	Basic requirements for enrolment purposes of the students to the University.	<p>1. Register account in Student Information System (SIS) via <a href="http://sis.southernleytestateu.edu.ph.edu.ph">http://sis.southernleytestateu.edu.ph.edu.ph</a></p> <p>Log in <a href="http://sis.southernleytestateu.edu.ph.edu.ph">http://sis.southernleytestateu.edu.ph.edu.ph</a> using your account</p> <p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p>		2 minutes and 30 seconds	None
	RA 10931 (Universal Access to Quality Tertiary Education Act)	2. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)		1 minute and 30 seconds	None
		3. Send payment either of the following financial institutions: Palawan Express, M		2 minutes	For Undergraduate Program:

		<p>Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado</p> <p>Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/">https://www.facebook.com/SLSU-MC-Cashier/</a> / <a href="mailto:slsureregistrarsogod@gmail.com">slsureregistrarsogod@gmail.com</a> / registrar_sg@southernleystateu.edu.ph</p>			<p>Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>
1. Official Receipt		<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations: "Congratulations! You are now officially enrolled"</p> <p>Provide rating/feedback on the work rendered</p>		2 minutes and 30 seconds	
<b>TOTAL</b>				<p>FHE Recipient 6 minutes Non FHE Recipient 8 minutes and 30 seconds</p>	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Shiftees and Returnees (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Approved shifting form (for shiftees only) 2. Duly accomplished clearance (last term attended)	<p>Basic requirements for admission / enrollment purposes of the students to the University.</p> <p>Conduct evaluation of subjects to assess if there are credited subjects taken from previous semesters</p>	<p>1. Coordinate with your department / program in charge via text message/messenger to request for evaluation of subjects (if there are credited subjects taken from previous semesters)</p> <p>Register account in Student Information System (SIS) via <a href="http://sis.southernleytestateu.edu.ph.edu.ph">http://sis.southernleytestateu.edu.ph.edu.ph</a></p> <p>Log in <a href="http://sis.southernleytestateu.edu.ph.edu.ph">http://sis.southernleytestateu.edu.ph.edu.ph</a> using your account</p> <p>Click “accept” the DataPrivacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects</p>		16 minutes and 30 seconds	None
	RA 10931 (Universal Access to Quality Tertiary Education Act)	2. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)		1 minute and 30 seconds	None

		<p>3. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706 Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/">https://www.facebook.com/SLSU-MC-Cashier/</a> / <a href="mailto:slsureregistrarsogod@gmail.com">slsureregistrarsogod@gmail.com</a> / registrar_sg@southernleystateu.edu.ph</p>		2 minutes	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>
1. Official Receipt		<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations: “Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p>		2 minutes and 30 seconds	
<b>TOTAL</b>				<p>FHE Recipient 20 mins</p> <p>Non FHE Recipient 22 minutes and 30 seconds</p>	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Enrollment - Cross Enrollee (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Permit to Study from Mother Institution	Basic requirements for admission and enrollment purposes of the students to the University .	<p>1. Visit SLSU Students and Auxiliary Services FB Page <a href="http://www.fb.com/SAS.southernleytestateu...">www.fb.com/SAS.southernleytestateu...</a></p> <p>Download, print and fill-up the application for admission form and student personal data sheet (cross-enrollee)</p> <p>Scan the application for admission form together with the required documents and send to <a href="mailto:sas@southernleytestateu.edu.ph">sas@southernleytestateu.edu.ph</a></p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>		5 minutes	None
		<p>2. Register account in Student Information System (SIS) via <a href="http://sis.ssouthernleytestateu.edu.ph">http://sis.ssouthernleytestateu.edu.ph</a></p> <p>Log in <a href="http://sis.ssouthernleytestateu.edu.ph">http://sis.ssouthernleytestateu.edu.ph</a> using your account</p>		2 minutes	None

		<p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p>			
	RA 10931(Universal Access to Quality Tertiary Education Act)	3. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)		1 minute and 30 seconds	None
		<p>4. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706 Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod">https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod</a></p>		2 minutes	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

		<a href="mailto:registrar_sg@southernleystateu.edu.ph">@gmail.com</a> / registrar_sg@southernleystateu.edu.ph			
1. Official Receipt		<p>5. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations: "Congratulations! You are now officially enrolled"</p> <p>Provide rating/feedback on the work rendered</p> <p>Please send/submit your original admission requirements (before the start of classes of every semester) to:</p> <p>The Registrar Southern Leyte State University Main Campus, San Roque, Sogod, Southern Leyte</p>		2 minutes and 30 seconds	
<b>TOTAL</b>				<p>FHE Recipient 11 minutes</p> <p>Non FHE Recipient 13 minutes</p>	<p>For Undergraduate Program: Minimum of Php 500.00</p> <p>For Graduate Program: Minimum of Php 1000.00</p>

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

#### GOVERNMENT SERVICE: Issuance of Transcript of Records, Diploma, Certification, Authentication of Academic Records (Face to Face)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None		<p>To request Academic Records</p> <p>1. Get priority number, take a seat &amp; wait for the number to appear on the TV screen to signal your turn.</p> <p>Fill-in request form.</p> <p>Once the priority and window numbers appear on the TV screen, approach the indicated window for the transaction/service needed.</p>			None
<p>For first issuance of Diploma and TOR (employment purpose)</p> <ul style="list-style-type: none"> <li>- Duly accomplished Student Clearance</li> <li>- Brgy. Certification (Place of Residence)</li> <li>- Original Form 137-A</li> <li>- TOR (GTC)</li> <li>- PSA Birth Certificate</li> </ul> <p>For re-issuance of TOR with CTC &amp; Diploma:</p>	RA 11261 (First Time Job Seekers Act of 2019)	<p>2. Present the duly filled-in request form, priority number and required documents to the staff at the window.</p> <p>After receipt of request form with indicated amount, pay to the Cashier's Office.</p> <p><i>For First Issuance of Academic Records</i></p> <p><i>For Re-issuance of Academic Records</i></p> <p><i>For Transfer Out Student</i></p>	<p>TOR and Diploma are requested by the students and issued by the Registrar's Office as basis of the students for their job seeking activities, for enrolment and for board examination purposes.</p> <p>Re-issuance of TOR can be given at once upon request</p>	<p>3 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p>For Undergraduate Program: First Issuance-TOR (for employment) and Diploma-No Fee</p> <p>Re-issuance: TOR/Transfer credentials - Php50.00 per page Diploma-Php100.00</p> <p>Certification - Php25.00 per copy</p> <p>Authentication</p>



<p>- Original Copy of Affidavit of Loss(Notary Public)</p> <p>For re-issuance of (Certified True Copy) of Form 137A and TOR(GTC) already forwarded to another school: -Original Copy of Letter of No Objection issued by the Registrar of the last school attended (1 document requires documentary stamp worth Php 30.00 (BIR Office)</p>		<p>Present the duly filled-in request form, priority number and signed request of TOR from requesting school to the staff at the window.</p>	<p>for employment and board exams purposes only.</p> <p>Affidavit of loss is required for re-issuance of Diploma, Form 137-A and TOR for transfer.</p>		<p>- Php25.00 per set</p>
<p>1. Request form with indicated amount to pay</p> <p>2. Documentary stamps are requirement for every document released from the public office as evidence of the integrity of the</p>	<p>For the Cashier to know how much shall be paid by the students.</p> <p>This is for the staff to know what kind of documents to be requested and the amount to be paid.</p> <p>Sec. 188 of RA 10963</p>	<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>Secure documentary stamps from the Bureau of Internal Revenue (BIR) Office if no documentary stamps are available in the Registrar's Office. Then go back to Registrar's Office with the Official Receipt from the Cashier.</p>	<p>BOR No. 48 series of 2020</p>	<p>2 minutes</p>	<p>For Undergraduate Programs:</p> <p>TOR/Transfer credentials - Php50.00 per page</p> <p>Certification – Php25.00 per page</p> <p>Diploma – Php100.00 per page</p> <p>For Graduate Programs:</p> <p>TOR/Transfer credentials - Php100.00 per page</p> <p>Certification - Php100.00 per copy</p> <p>Diploma – Php300.00 per copy</p>

document and acceptance of the same.					Authentication - Php25.00 per set
1. Duly filled-in request form 2. Documentary stamp 3. Official Receipt		4. Present duly filled-in request form, approved request & documentary stamps to the staff at the same window where you first transacted (No need to get a priority number).		2 minutes	None
1. Claim Slip issued by the Registrar's Office  If claimed by document owner, present the claim stub only.  If claimed by a representative, present claim stub, subscribed authorization letter or Special Power of Attorney (SPA) and valid ID of the representative. (Notary Public)	This is for the staff to know what kind of documents are to be claimed.	To Claim Academic Records Claim the documents from the Registrar's Office on or before the date specified in the Claim Slip (after at least four working days from the receipt of request) / by doing the following:  5. Get priority number and wait for it to appear on the TV screen to signal your turn. Once the priority and window numbers appear on the TV screen, approach the indicated window:  Present the claim slip & the subscribed authorization letter/ Special Power of Attorney (SPA), if applicable, to the staff at the window.  Sign in the logbook to acknowledge receipt of documents		2 minutes	None

		Provide rating/feedback on the work rendered			
<b>TOTAL</b>				Transfer Out 6 minutes	For Undergraduate Programs:
				First Issuance/Re-issuance 9 minutes	TOR/Transfer credentials - Php50.00 per page
					Certification – Php25.00 per page
					Diploma – Php100.00 per page
					For Graduate Programs: TOR/Transfer credentials - Php100.00 per page
					Certification - Php100.00 per copy
					Diploma – Php300.00 per copy
					Authentication - Php25.00 per set

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Issuance of Transcript of Records, Diploma, Certification, Authentication of Academic Records (Online)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		<p>1. Visit SLSU University Registrar FB page, click the link provided for request for academic records</p> <p>Download, print the Request for Academic Records form and Barangay Certification (for first time job seekers only)</p> <p>Fill in the request form. Specify the academic records to be requested, purpose and email address. Sign the request form.</p> <p>Scan the filled in request form, Barangay Certification (for first time job seekers only) and student school ID, send to <a href="mailto:slsuregistrarsogod@gmail.com">slsuregistrarsogod@gmail.com</a>, <a href="mailto:registrar_sg@southernleytestateu.edu.ph">registrar_sg@southernleytestateu.edu.ph</a></p>		10 minutes	None

		<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph.edu.ph">https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph.edu.ph</a></p>		2 minutes	<p>For Undergraduate Program: First Issuance-TOR (for employment) and Diploma- No Fee</p> <p>Re-issuance: TOR/Transfer credentials - Php50.00 per page Diploma- Php100.00</p> <p>Certification - Php25.00 per copy</p> <p>Authentication - Php25.00 per set</p>
		<p>3. Wait notification from the Registrar's Office as to schedule of release of document requested</p> <p>4. Provide rating/feedback on the work rendered</p>		1 minute and 30 seconds	
<b>TOTAL</b>				<p>Transfer Out 6 minutes</p> <p>First Issuance / Re-issuance 9 minutes</p>	<p>For Undergraduate Programs:</p> <p>TOR/Transfer credentials - Php50.00 per page</p> <p>Certification – Php25.00 per page</p> <p>Diploma – Php100.00 per page</p> <p>For Graduate Programs: TOR/Transfer credentials - Php100.00 per page</p> <p>Certification -</p>

		Php100.00 per copy  Diploma – Php300.00 per copy  Authentication - Php25.00 per set
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#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Completion of Incomplete Grade

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		<p>1. Get one copy of request form from the counter of the University Registrar's Office</p> <p>Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn.</p> <p>Fill-in the request form specifying the number of subject/s and unit/s to be complied.</p>			None
1. Filled-in request form	Identification on course(s)/subject(s) need to be complied by the students.	<p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/service needed.</p> <p>After the receipt of assessed request form, go to Cashier's Office.</p>		2 minutes and 30 seconds	None
1. Filled-in request form	For the Cashier to know how much shall be paid by the students.	<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p>		2 minutes	<p>For Undergraduate Program: Php 5.00/unit</p> <p>For Graduate Program:</p> <p>Masteral - Php 100/subject</p> <p>Doctoral-</p>

		Approach the designated window and present the required documents and pay the corresponding fees.			Php 200/subject
(Agency Action) The faculty will submit the graded completion form of the student to the Registrar's Office for encoding of the completion grade		<p>4. Fill-in the completion form for INC grade completely and correctly;</p> <p>Attach the Official Receipt to it and forward to the faculty who gave the INC grade.</p> <p>Provide rating/feedback on the work rendered</p>		2 minutes	None
<b>TOTAL</b>				6 minutes and 30 seconds	<p>For Undergraduate Program: Php 5.00/unit</p> <p>For Graduate Program:</p> <p>Masteral - Php 100/subject</p> <p>Doctoral- Php 200/subject</p>



#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Adding, Changing, Dropping and Withdrawing of Subject/s (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		<p>1. Get one copy of adding, changing, dropping and withdrawing of subjects form from the counter of the University Registrar's Office, fill it in and sign the form.</p> <p>For withdrawing of all subjects, have it completely signed by the signatories in the form.</p>			None
<p>1. Duly accomplished Adding, changing, dropping and withdrawing of subjects form</p> <p>2. Copy of Official Registration Form (ORF) and Assessment Slip</p>	<p><i>Adding/Changing of Subjects</i> Verify enrolled units and subjects' schedule of students if allowed to change, consider if subject is still open, ensure no conflict of schedule and overloading of units enrolled</p> <p><i>Dropping of Subjects</i> Ensure the date of application in dropping of subjects</p> <p><i>Withdrawing of Subject/s</i> Verify enrolled subject/s to be withdrawn (credited</p>	<p>2. Get a priority number at the Registrar's Office, take a seat and wait for it to appear on the TV screen to signal your turn.</p> <p>Once the priority number and window numbers appear on the TV screen:</p> <p>Approach the indicated window and present the duly accomplished adding, changing, dropping and withdrawing of subjects form and validated Official Registration Form (ORF) and assessment slip to the staff at the window.</p>		11 minutes	None

	/taken) or all enrolled subjects.				
1.Duly accomplished Adding, changing, dropping and withdrawing of subjects form	For the Cashier to know how much shall be paid by the students.	<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen: Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>		2 minutes	Php 25.00 per subject
1. Official Receipt Duly accomplished Adding, changing, dropping and withdrawing of subjects form		4. After paying, go back to the Registrar's Office; present the Official Receipt & the duly accomplished adding, changing, dropping and withdrawing of subjects form to the staff at the same window where the student/representative first transacted (No need to get a priority number).		6 minutes	
1. Duly accomplished Adding, changing, dropping and withdrawing of subjects form 2. Official Receipt		<p>5. Sign in the logbook to acknowledge receipt of the documents</p> <p>Provide rating/feedback on the work rendered</p>		1 minute	
<b>TOTAL</b>				20 minutes	Php 25.00 per subject

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Adding, Changing, Dropping and Withdrawing of Subject/s (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Accomplished adding, changing, dropping and withdrawing of subjects form 2. Validated Official Registration Form (ORF)		1. Log in to the system using <a href="http://sis.southernleytes.tateu.edu.ph.edu.ph">http://sis.southernleytes.tateu.edu.ph.edu.ph</a>  Log in using your account Click "My Request" menu and select type of transaction "withdraw/adding/changing/dropping"  Select the subject and schedule you want to withdraw/add/change/drop  If you are done selecting the subject/s and schedule/s to be withdrawn/added/changed/dropped, click the button "proceed to checkout"		10 minutes	None
1. Scanned Transaction Slip of payment		2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details: Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706  Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/">https://www.facebook.com/SLSU-MC-Cashier/</a> / <a href="mailto:slsuregistrarsogod@gmail.com">slsuregistrarsogod@gmail.com</a>		2 minutes	Php 25.00 per subject

		<a href="mailto:l.com/registrar_sg@southhernleytestateu.edu.ph">l.com/registrar_sg@southhernleytestateu.edu.ph</a>			
(Agency Action) Act on student's application for adding/changing/dropping and withdrawing of subjects		3. Student receives via email/messenger/mobile number the following: <ul style="list-style-type: none"> <li>- approval of the withdrawn/added/changed and dropped subjects</li> <li>- status of submitted credentials (for withdrawn enrolment)</li> </ul>		5 minutes and 30 seconds	
		4. Student receives via email/messenger/mobile number the following: <ul style="list-style-type: none"> <li>- approval of the withdrawn/added/changed and dropped subjects</li> <li>-status of submitted credentials (for withdrawn enrolment)</li> </ul> Provide rating/feedback on the work rendered		1 minute and 30 seconds	None
<b>TOTAL</b>				19 minutes	Php 25.00 per subject

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Issuance of Semestral Rating (Face to Face)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		<p>1. Get one copy of request form from the counter of the University Registrar's Office</p> <p>Get a priority number, take a seat &amp; wait for the number to appear on the TV screen to signal your turn.</p> <p>Fill-in the request form with specified semester and academic year</p>			None
<p>1. If requested by student himself/her self:</p> <ul style="list-style-type: none"> <li>• Duly filled-in request form</li> <li>• SLSU ID card</li> </ul> <p>2. If requested by a representative: Duly filled-in request form, original subscribed authorization letter/Special Power of Attorney, photocopy</p>	<p>Request form is required for the office to know what particular semester rating is requested. ID is also required for identification in the system.</p> <p>Notarized Special Power of Attorney, valid ID card of representative to secure and accept the requested rating.</p>	<p><b>For First Issuance:</b></p> <p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/ service needed. Present the required documents.</p>		2 minutes and 30 seconds	For First Issuance: No Fee

of valid ID card of representative					
		<p>3. Log in the logbook</p> <p>Provide rating/feedback on the work rendered</p>		30 seconds	None
<p>1. Duly filled-in request form</p> <p>2. SLSU ID card</p>	<p>Request form is required for the office to know what particular semester rating is requested. ID is also required for identification in the system.</p> <p>Notarized Special Power of Attorney, valid ID card of representative to secure and accept the requested rating.</p>	<p><b>For Succeeding Issuances:</b></p> <p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/ service needed. Present the required documents.</p>		2 minutes	<p>For succeeding Issuances:</p> <p>Php 10.00/semester</p>
<p>1. Duly filled-in request form</p> <p>2. SLSU ID card</p>		<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>		2 minutes	None

1. Official Receipt (OR) 2. Filled– in request form	For the Cashier to know how much shall be paid by the students.	4. Present the Official Receipt & the filled-in request form to the staff at the same window where the student/representative first transacted (No need to get a priority number).		1 minute and 30 seconds	None
		5 Log in the logbook  Provide rating/feedback on the work rendered		30 seconds	None
<b>TOTAL</b> <b>First Issuance</b> <b>Succeeding Issuance</b>				3 minutes 6 minutes	For First Issuance: No Fee  For succeeding Issuances: Php 10.00/semester

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Issuance of Semestral Rating (Online)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Duly filled-in request form 2. SLSU ID card	Request form is required for the office to know what particular semester rating is requested. ID is also required for identification in the system	<b>First Issuance</b> 1. Visit SLSU University Registrar FB page, click the link provided for request for academic records  Download and print the Request for Academic Records form.  Fill in the request form. Check semestral rating, indicate the semester and academic year, purpose and email address. Sign the request form.  Scan the filled in request form and student school ID, send to <a href="mailto:slsuregistrarsogod@gmail.com">slsuregistrarsogod@gmail.com</a> or <a href="mailto:registrar_sg@southernleytestateu.edu.ph">registrar_sg@southernleytestateu.edu.ph</a>  Student receives via email/messenger the requested semestral rating	.	3 minutes	None
		<b>Succeeding Issuance</b> 1. Visit SLSU University Registrar FB page, click the link provided for request for academic records  Download and print the Request for Academic Records form.	Request form is required for the office to know what particular semester rating is requested. ID is also required for identification in the system.	2 minutes and 30 seconds	



		<p>Fill in the request form. Check semestral rating, indicate the semester and academic year, purpose and email address. Sign the request form.</p> <p>Scan the filled in request form and student school ID, send to <a href="mailto:slsuregistrarsogod@gmail.com">slsuregistrarsogod@gmail.com</a> / <a href="mailto:registrar_sg@southernleytestateu.edu.ph">registrar_sg@southernleytestateu.edu.ph</a></p>			
		<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to <a href="https://www.facebook.com/SLSU-MC-Cashier/">https://www.facebook.com/SLSU-MC-Cashier/</a> / <a href="mailto:slsuregistrarsogod@gmail.com">slsuregistrarsogod@gmail.com</a> / <a href="mailto:registrar_sg@southernleytestateu.edu.ph">registrar_sg@southernleytestateu.edu.ph</a></p>		2 minutes	<p>For succeeding Issuances:</p> <p>Php 10.00/semester</p>
		<p>3. Student receives via email/messenger the requested semestral rating</p> <p>Provide rating/feedback on the work rendered</p>		2 minutes and 30 seconds	
<b>TOTAL</b>				<p>First Issuance 3 minutes</p> <p>Succeeding Issuances 7 minutes</p>	<p>For succeeding Issuances: Php 10.00/semester</p>

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Evaluation of Subjects for Graduating Students (Face to Face Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		<p>1. Get one copy of request form from the counter of the University Registrar's Office</p> <p>Get a priority number, take a seat &amp; wait for the number to appear on the TV screen to signal your turn.</p> <p>Fill-in the request form.</p>			None
1. Duly filled-in request form.	This is a document required for evaluation purposes identifying the name and the program the student is enrolled in.	2. Once the priority and window numbers appear on the TV screen approach the indicated window & present the priority number and duly filled-in request form to the staff at the window.		12 minutes	None
		<p>3. Upon receipt of evaluation result, sign in the logbook to acknowledge receipt.</p> <p>Provide rating/feedback on the work rendered.</p>		1 minute	None
<b>TOTAL</b>				13 minutes	None

#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Evaluation of Subjects for Graduating Students (Online Transaction)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Duly filled-in request form	This is a document required for evaluation purposes identifying the name and the program the student is enrolled in.	<p>1. Visit SLSU University Registrar FB page, click the link provided for request for academic records</p> <p>Download and print the Request for Academic Records form.</p> <p>Fill in the request form. Check evaluation of subjects, indicate the purpose and email address. Sign the request form.</p> <p>Scan the filled in request form and student school ID, send to <a href="mailto:slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph">slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph</a></p> <p>Student receives via email/messenger the subject evaluation result</p> <p>Provide rating/feedback on the work rendered</p>		13 minutes	None
<b>TOTAL</b>				13 minutes	

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Filing Leave Application

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Application for leave	CSC MC 41 s. 1998 Rule XVI (LEAVE) and the definitions of leave terms under Rule I of the Omnibus Civil Service Rules Implementing Book V of the Administrative Code of 1987 (EO 292)	1. Fill-in leave application form, and attach necessary papers if any.	p. 22 Sec. 6.1.11 (LEAVE OF ABSENCE) of the University Code	5 seconds	None
Application for leave;  <i>1. For half-day and more than 5 days sick leave application, medical certificate is required</i>  <i>For 30 days or more shall be accompanied by a clearance from money and property accountabilities.</i>	Omnibus Civil Service Rules Implementing Book V of the Administrative Code of 1987 (EO 292)	2. Forward to the HRM Office.	Omnibus Rules on Leave  Sec. 34 and 53	10 minutes	None
1. Duly signed application for leave and required attachments if any.	To ensure that details pertaining to the leave application is complete and correct, and such leave was permitted by supervisors.	3. Complete the signature in the leave form.			None
<b>TOTAL</b>				10 minutes & 5 sec	None

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Complying with the Daily Time Record (DTR)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
(DTR printing – Agency Action)				35 minutes	None
1. DTR, and required attachments if any (Application for leave/ travel order/ Certificate of Appearance, etc.)	<p>The Daily time Record is the basis of employees' attendance.</p> <p>It determines if they have rendered the required 8 working hours a day for 5 days a week, or a total of 40 hours a week excluding time for lunch</p>	1. Sign the DTR and attach necessary documents	<i>Section 5, Rule XVII of the Omnibus Rules Implementing Book V of Executive Order No. 292</i>	5 minutes	None
		2. Have the DTR signed by the immediate supervisor.			None
		3. Submit the DTR with attachments if any to the HRM Office			
<b>TOTAL</b>				40 minutes	

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE****GOVERNMENT SERVICE: Securing Documents**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Request form	Form is use to know what document the clients want to secure.	1. Get request form from the HRMD Office staff.		5 seconds	None
		2. Fill-in request form & secure approval from the HRMD		1 minute	None
1. Request form, Official Receipt if any	Request form as basis for payment of the corresponding fee of the documents.	3. Forward duly filled-in and approved request form and Official Receipt if any to the HRMD Office.		7 minutes	Certification - Php 15.00 Service Record – Php 10.00
		4. Claim requested documents.			None
1. Acknowledgement receipt	This is to acknowledge from the clients that the document is already received by them.	5. Sign in the acknowledgement receipt. 6. Provide rating/feedback on the work rendered		3 minutes	None
<b>TOTAL</b>				11 minutes & 5 seconds	Certification - Php 15.00 Service Record – Php 10.00

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Submitting Individual Performance Commitment and Review (IPCR)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. IPCR	CSC Res No. 1200481 CSC MC No. 6 s. 2012	1. Accomplish commitments columns (Success Indicator) in IPCR and sign.  - Have it reviewed by immediate supervisor and approved by the next higher supervisor.	2018 Revised SLSU Performance Management System		None
1. IPCR	CSC Res No. 1200481 CSC MC No. 6 s. 2012	2. Submit to the HRMD Office.	2018 Revised SLSU Performance Management System	1 minute	None
1. IPCR	CSC Res No. 1200481 CSC MC No. 6 s. 2012	3. Indicate accomplishment in IPCR.  - Forward to immediate supervisor for initial rating of performance.  - Forward to next higher supervisor for final evaluation of performance.	2018 Revised SLSU Performance Management System		None
1. IPCR	CSC Res No. 1200481 CSC MC No. 6 s. 2012	4. Submit to the HRMD Office.	2018 Revised SLSU Performance Management System	3 hours & 5 minutes	None
<b>TOTAL</b>				3 hrs & 6 minutes	

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Seeking Signature for Procurement, Financial & Other Documents

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Procurement documents, financial documents and other official papers that require signature of the CAO/AO	RA 9184 CAO signs Purchase Requests, other financial documents and other official papers that require signature	1. Forward documents requiring signature of the Chief Administrative Officer (CAO)/Administrative Officer (AO).		2 minutes	None
Review, assess and sign procurement documents, financial documents and other official papers that require signature of the CAO/AO (Agency Action)				5 minutes	None
1. Signed procurement documents, financial documents and other official papers	RA 9184 CAO/AO signs Purchase Requests, other financial documents and other official papers that require signature	2. Claim the acted documents and sign the out-going logbook. 3. Provide rating/feedback on the work rendered		2 minutes	None
TOTAL				9 minutes	



#### (4) SERVICE INFORMATION GOVERNMENT SERVICE

##### GOVERNMENT SERVICE: Work Request for Maintenance and Physical Facilities and General Services

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Physical Facilities Maintenance Work Request Form (SLSU-QF-AF01)	To identify the kind of work requested so as to deploy the needed manpower for the work.	1. Get request form from the CAO office staff.	SLSU-QF-AF01	5 seconds	None
		2. Fill-up Physical Facilities Maintenance Work Request Form.		3 minutes	None
		3. Seek approval of PPDM/GenS Officer		2 minutes	
1. Work Order (SLSU-QF-AF02)	Chief Administrative Officer signs and approves the work order and give directives on the urgency of the request and the necessary personnel to do the task.	4. Submit to the Chief Administrative Officer.	SLSU-QF-AF02	2.5 minutes	None
(Agency Action) Assign task to the concerned PPDM personnel.				1 day (depending on the workload)	None
1. Work Status Report (SLSU-QF-AF03)	Clients shall give their satisfaction rating on the work done/accomplished.	5. Provide rating/feedback on work rendered.	SLSU-QF-AF03	2 minutes	None
<b>TOTAL</b>				1 day, 9 minutes & 5 seconds	

<sup>5</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/ or hours
- Input the sum of all fees paid for the service