



CITIZEN'S CHARTER

of the

NORTHWESTERN MINDANAO STATE COLLEGE OF SCIENCE AND TECHNOLOGY

Labuyo, Tangub City, Misamis Occidental, Philippines

www.nmsc.edu.ph

2017 Revision



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PREFACE

The Northwestern Mindanao State College of Science and Technology has come up with its instruction manual called “NMSC Citizen’s Charter” in consonance with the campaign of the government through the Civil Service Commission in eliminating the bureaucratic red tape and improving the efficiency in the delivery of public services.

The NMSC Citizen’s Charter is a handbook in simple terms which guides and provides the State College’s stakeholders and clientele in availing its services.

This handbook describes various frontline services of the State College that are greatly demanded and needed and which have impact to community it serves.

Specifically, the main objective of this undertaking is to help clientele availing the service in much less time through following a step-by-step procedure. It also contains the time for service delivery, persons responsible in carrying out for each service and the expected performance the service provider should do. Generally, it promotes transparency and accountability in the delivery of government service.







VISION

NMSCST: A place where Science and Technology Education and Research on Indigenous Resource works towards a more globally competitive Higher Education Institution.

MISSION

The State shall primarily offer higher professional, technical instructions for special purposes and promote research and extension services, advanced studies and progressive leadership in education, agriculture, fishery, engineering, arts and sciences, short-term vocational-technical and other continuing courses as may be relevant.

It shall also provide primary consideration to the integration of researches/studies for the development of the Province of Misamis Occidental.



BRIEF HISTORY

Northwestern Mindanao State College of Science and Technology (NMSCST) started as Tangub Agro-Industrial School (TANAIS) in Sumirap, Tangub City in 1971 offering secondary agriculture and trade curricula with Mr. Jesus T. Bonilla as principal. On June 26, 1973, the school was transferred to Labuyo, Tangub City three kilometers from the city proper and approximately four hundred meters from the national highway, with Mr. Perfecto B. Yebes as Principal. The school started offering post secondary courses in 1974 and had been an affiliate off campus institute of the Central Mindanao University, Musuan, Bukidnon from 1979 to 1984. In 1994, Bachelor's degree in Secondary Education and Industrial Technology were offered. With the promotion of Mr. Yebes to a higher position, Mr. Apolonio S. Vidallo was appointed as the third administrator of TANAIS on August 6, 1996.

Prior to Mr. Yebes's promotion, in 1994 he and Atty. Philip T. Tan, the City Mayor of Tangub at that time, conceived the idea of converting TANAIS into a state college. The proposal was filed in Congress by the late Hon. Hilarion Ramiro Jr., the Congressman of 2nd District of Misamis Occidental at that time. The bill was passed in Congress in 1995 but with amendment on transferring the main campus from TANAIS, Tangub City to Oroquieta City-Industrial School (OAIS) at Oroquieta City.

Learning of the amendment, Mayor Tan, Congressman Ramiro and Mr. Numeriano L. Gilbolingo made exhausting search for the constitutional ground to have the bill vetoed. President Fidel V. Ramos vetoed the bill.

The bill was refiled in 1998 by the late Congressman Hilarion Ramiro Jr. It has already passed the lower house when EDSA II changed the administration from former President Joseph Ejercito Estrada to Pres. Gloria Macapagal Arroyo.

Unfortunately, Congressman Ramiro died in January 2001. Congresswoman Herminia M. Ramiro was elected in May 2001, replacing the late Congressman Hilarion Ramiro, Jr. With joint effort of Atty. Philip T. Tan and Congresswoman Herminia M. Ramiro, R.A. 9146 was finally approved by President Gloria Macapagal-Arroyo on July 30, 2001. The law converted TANAIS to Northwestern Mindanao State College of Science and Technology (NMSCST). Dr. Zenaida G. Gersana, Program Specialist of CHED Region X was



designated by the Commission on Higher Education as the Officer-In-Charge and the Board of Trustees (BOT) was created to serve as its governing body.

On May 26, 2003, the Board of Trustees unanimously elected and appointed Atty. Philip T. Tan, CPA as the First President of NMSCST after a two-month exhaustive selection process conducted by the Search Committee for Presidency (SCP). Dr. Glory S. Magdale, former Regional Director of the Commission on Higher Education, Region X, Cagayan de Oro City chaired the Search Committee for the Presidency.

During the presidency of Atty. Tan, infrastructure projects flourished in the College. Among these are the twenty-classroom Academic Building, the Legarda Hall which is a laboratory building for students enrolled in Hospitality Management, Student Food Court and renovated Administration Offices. The projects significantly improved the physical facilities of the College.

The College occupies a total of 29 hectares campus site traversed by the barangay road leading to Panguil Bay, an area rich in marine resources with vast potentials suitable for home and industrial uses.

With the initiative of Atty. Tan, the Php 5.4 Million pesos financial assistance from the Department of Science and Technology for the upgrading of the Science laboratory of the College was finally approved.

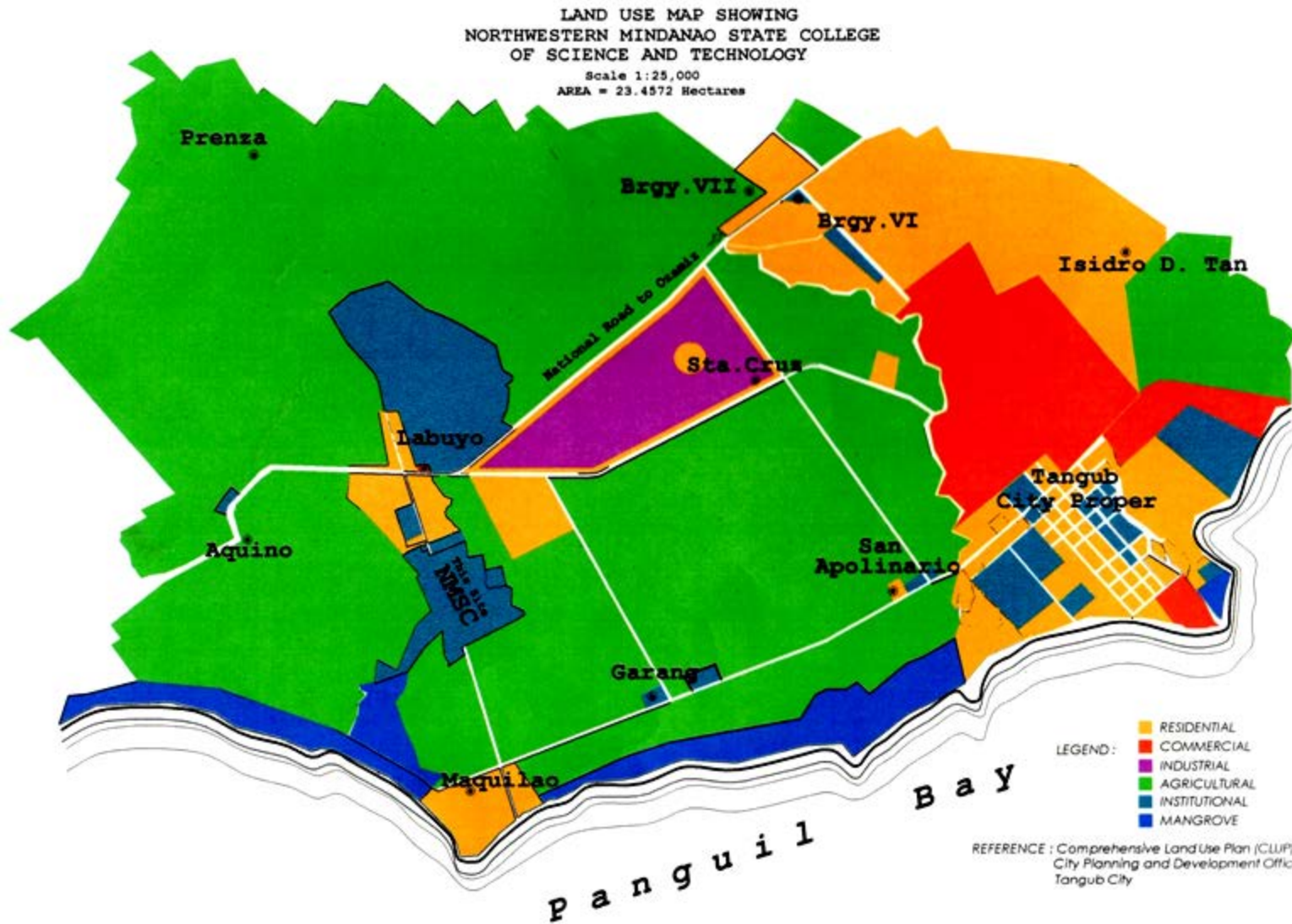
Upon the resignation of Atty. Philip T. Tan as College President to heed the call to go back to public service as Mayor of Tangub City, Dr. Ricardo E. Rotoras, the visionary and dynamic President of Mindanao University of Science and Technology (MUST) was designated by the Board of Trustees as Officer In-Charge of the College in March 2010 by virtue of BOT Resolution No. 03, s. 2010.

With the active and participative leadership of Dr. Rotoras, the College hurdled its share of challenges and the second tranche of the DOST financial assistance was released.

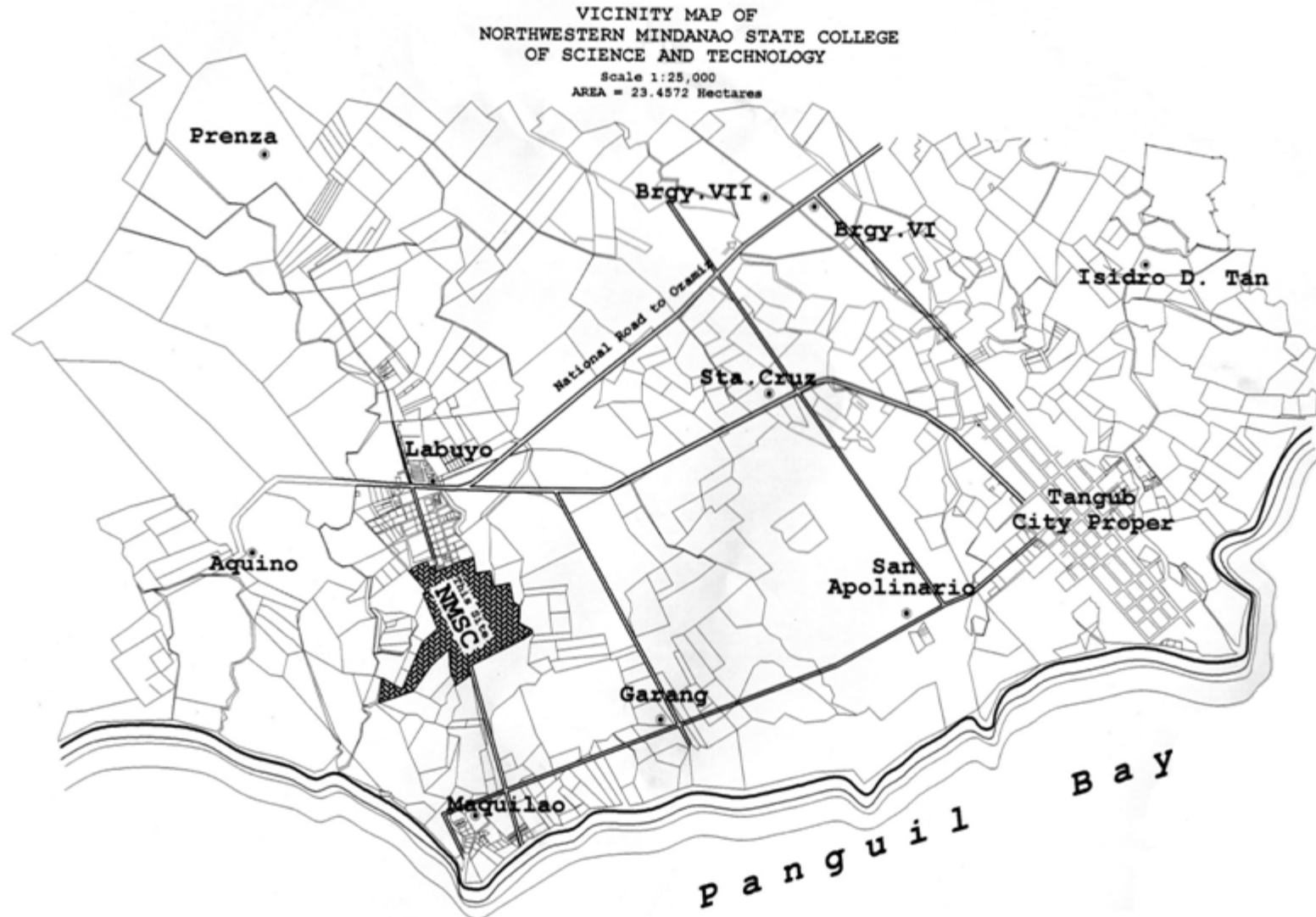
On September 6, 2012, Dr. Jennifer W. Tan was unanimously elected by the Board of Trustees as second President of the



College by virtue of BOT Resolution No. 26, s. 2012.

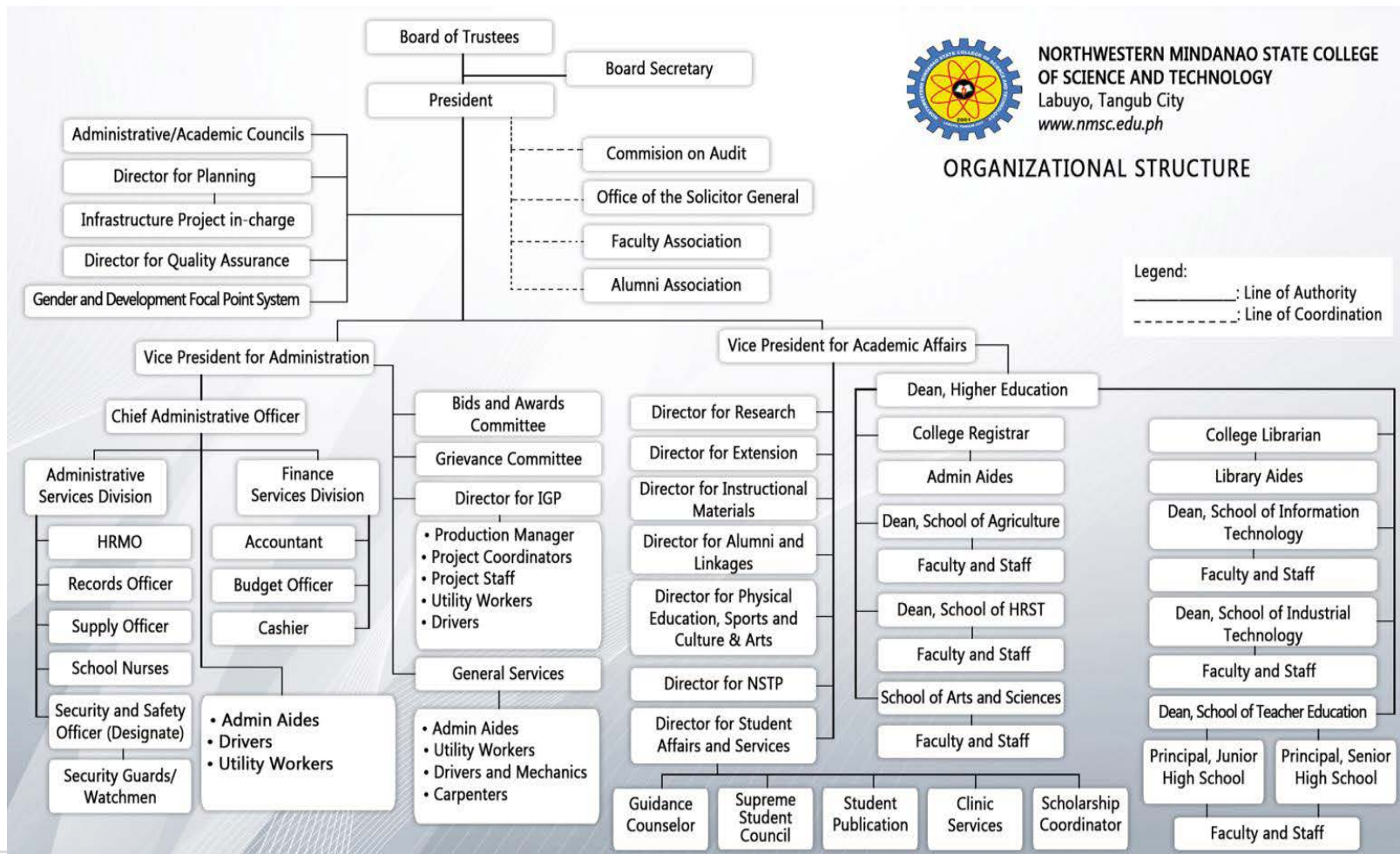








ORGANIZATIONAL STRUCTURE





PERFORMANCE PLEDGE

We, the officials and employees of Northwestern Mindanao State College of Science and Technology, do hereby commit to:

Nurture professionalism of the NMSCST officials and employees by constantly improving the capacity, ability and adeptness through necessary required seminars, workshops and trainings;

Mold the values of integrity, dignity and quality of work among its workforce especially in the delivery of frontline services to the clientele/ stakeholders at all times;

Strengthen sense of social awareness by extending commendable services to the community for sustainability;

Care for the welfare of the clientele and the populace, and being “environment-friendly” of the nature’s gift around us.



FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- **Accomplish our Feedback Form available in the offices and put this in the NMSC Assistance and Complaints Drop Box**
- **Send your feedback through e-mail admin@nmsc.edu.ph**
- **If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by Mr. LOREDY P. CABANG, Director for Student Affairs at telephone number 088-586-0173.**

Thank you for helping us continuously improve our services.



FRONTLINE SERVICES



OFFICE OF THE REGISTRAR

Title of Frontline Service : ENROLMENT SERVICES FOR FRESHMEN/NEW STUDENTS

Schedule of Availability : Monday – Friday, 8:00am-5:00pm

Who may avail of the service : Freshmen

What are the requirements:

1. Original Report Card of Form 138A
2. Certificate of Good Moral Character
3. 2pcs 2x2 ID pictures
4. NSO – Authenticated Birth Certificate
5. Place all of the above documents in a long brown manila envelope

Duration: 1.52 hrs.

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Presents requirements for Evaluation	Evaluates presented requirements	5 minutes	Department Chairman	None	None	Requirements evaluated
2.	Secures Temporary Registration Form	Gives out the Temporary	2 minutes	Department Chairman	None	Temporary Registration	Form given out



	(TRF)	Registration Form (TRF)				Form (TRF)	
3.	Submits accomplished TRF	Evaluates accuracy of entries in the form	5 minutes	Department Chairman	None	Temporary Registration Form (TRF)	TRF duly approved by the Dep't. Chairman
4.	Submits TRF and credentials to the Registrar	Validates TRF and Credentials	5 minutes	Registrar	None	(TRF) Temporary Registration Form	Approved signature from the Registrar
5.	Submits TRF to the Registrar's Staff for Encoding of Subjects and Schedule	Encodes the subject and corresponding Schedule	30 minutes	Registrar's Staff	None	None	TRF duly stamped with "APPROVED" by the Registrar's Staff
6.	Pays Fees	Receives payment and issues official receipts	10 minutes	Collecting Officer	Minimum of P 300.00 entrance fee	Approved TRF	Official Receipts of payments made
7.	Pays other related fees (Internet Fee, Library	Receives payment and issues official	10 minutes	Collecting Officer	Internet Fee P 200.00	Approved TRF	Official Receipts of payments made



	Card, etc.)	receipts					
8.	Medical Check-up	Conducts physical and dental examination	15 minutes	College Nurse	None	Medical Form	Medical check-up conducted with recommendation
9.	Submits TRF with Official Receipts of payments made	Prints the Certificate of Registration	5 minutes	Registrar	None	Certificate of Registration	Certificate of Registration print-out duly stamped with "OFFICIALLY ENROLLED"
10	Applies for a Student ID card	Processes application for ID card and assigns schedule of picture taking	20 minutes	Printing Press Staff	P125.00	Data Sheet	Schedule of picture taking is set
11.	Claims Student ID Card	Conducts picture taking session	5 minutes	Printing Press Staff	None	None	Student ID Card Issued



Title of Frontline Service : ENROLMENT SERVICES FOR TRANSFEREES

Schedule of Availability : Monday – Friday, 8:00am-5:00pm

Who may avail of the service : Student Transferees

What are the requirements:

1. Original Report Card of Form 138A
2. Certificate of Good Moral Character
3. 2pcs 2x2 ID pictures
4. NSO – Authenticated Birth Certificate
5. Place all of the above documents in a long brown manila envelope

Duration: 2 days

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Secures Subject Accreditation Form from the Registrar's Office	Gives out the form	1 min	Registrar's Staff	None	Subject Accreditation Form	Accreditation is given
2.	Submits Subject Accreditation Form to Area Chairmen for	Evaluates the record for accreditation	4 hrs	Department Chairman	None	Subject Accreditation	Subjects from other College are accredited



	appropriate action					Form Transcript of Records from previous college	
3.	Submits Subject Accreditation form to the Dean for approval	Approves the accreditation	10 min	Dean	None		Approved Accreditation form
4.	Presents requirements for Evaluation	Evaluates submitted requirements	5 minutes	Department Chairman	None	None	Requirements evaluated
5.	Secures Temporary Registration Form (TRF)	Gives out the Temporary Registration Form (TRF)	1 minute	Department Chairman	None	Temporary Registration Form	Form given out
6.	Secures Temporary Registration Form (TRF)	Gives out the Temporary Registration Form (TRF)	2 minutes	Department Chairman	None	Temporary Registration Form (TRF)	Form given out
7.	Submits accomplished	Evaluates accuracy	5 minutes	Department	None	Temporary Registration	TRF duly approved by



	TRF	of entries in the form		Chairman		Form (TRF)	the Dep't. Chairman
8.	Submits TRF and credentials to the Registrar	Validates TRF and Credentials	5 minutes	Registrar	None	(TRF) Temporary Registration Form	Approved signature from the Registrar
9.	Submits TRF to the Registrar's Staff for Encoding of Subjects and Schedule	Encodes the subject and corresponding Schedule	30 minutes	Registrar's Staff	None	None	TRF duly stamped with "APPROVED" by the Registrar's Staff
10.	Pays Fees	Receives payment and issues official receipts	10 minutes	Collecting Officer	Minimum of P 300.00 entrance fee	Approved TRF	Official Receipts of payments made
11.	Pays other related fees (Internet Fee, Library Card, etc.)	Receives payment and issues official receipts	10 minutes	Collecting Officer	Internet Fee P 200.00	Approved TRF	Official Receipts of payments made
12.	Medical Check-up	Conducts physical	15 minutes	College	None	Medical Form	Medical check-up



		and dental examination		Nurse			conducted with recommendation
13.	Submits TRF with Official Receipts of payments made	Prints the Certificate of Registration	5 minutes	Registrar	None	Certificate of Registration	Certificate of Registration print-out duly stamped with "OFFICIALLY ENROLLED"
14.	Applies for a Student ID card	Processes application for ID card and assigns schedule of picture taking	20 minutes	Printing Press Staff	P125.00	Data Sheet	Schedule of picture taking is set
15.	Claims Student ID Card	Conducts picture taking session	5 minutes	Printing Press Staff	None	None	Student ID Card Issued



Title of Frontline Service : ENROLMENT SERVICES FOR OLD STUDENTS (SOPHOMORES, JUNIORS & SENIORS)

Schedule of Availability : Monday – Friday, 8:00am-5:00pm

Who may avail of the service : Sophomores, Juniors, Seniors

What are the requirements : Student Clearance

Duration : 1.12 hrs.

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Presents Student Clearance	Verifies authenticity of signatures in the Clearance	5 minutes	Registrar's Staff	None	Student Clearance	Requirements Evaluated
2.	Secures Temporary Registration Form (TRF)	Gives out the Temporary Registration Form (TRF)	2 minutes	Department Chairman	None	Temporary Registration Form (TRF)	Form given out
3.	Submits accomplished TRF	Evaluates accuracy of entries in the form	5 minutes	Department Chairman	None	Temporary Registration Form (TRF)	TRF duly approved by the Dep't. Chairman



4.	Submits TRF and credentials to the Registrar	Validates TRF and Credentials	5 minutes	Registrar	None	(TRF) Temporary Registration Form	Approved signature from the Registrar
5.	Submits TRF to the Registrar's Staff for Encoding of Subjects and Schedule	Encodes the subject and corresponding Schedule	30 minutes	Registrar's Staff	None	None	TRF duly stamped with "APPROVED" by the Registrar's Staff
6.	Pays Fees	Receives payment and issues official receipts	10 minutes	Collecting Officer	Minimum of P 300.00 entrance fee	Approved TRF	Official Receipts of payments made
7.	Pays other related fees (Internet Fee, Library Card, etc.)	Receives payment and issues official receipts	10 minutes	Collecting Officer	Internet Fee P 200.00	Approved TRF	Official Receipts of payments made
8.	Submits TRF with Official Receipts of	Prints the Certificate of Registration	5 minutes	Registrar	None	Certificate of Registration	Certificate of Registration print-out duly stamped with



	payments made						"OFFICIALLY ENROLLED"
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Title of Frontline Service : ISSUANCE OF TRANSCRIPT OF RECORDS

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, any authorized person
 What are the requirements : NMSC Clearance
 Duration : 2.5 hrs

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Gets clearance form and secures required signatories	Gives out the clearance form	2 hours	Registrar's Staff	None	Clearance	Clearance given
2.	Presents clearance	Examines the authenticity of signatures	5 min	Registrar	None	Clearance	Authenticity of clearance verified
3.	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of TOR	30 min	Registrar's Staff	None	Request Form	Students are guided in filling out the correct entries and is informed of the date of release of TOR



4.	Pays the TOR fee	Receives and acknowledges payments	5 min	Collecting Officer	P40.00 per page	Official Receipt	OR is issued
5.	Presents Official Receipt to the Registrar's Office	Checks the Official Receipt	10 min	Registrar's Staff	None	Official Receipt	OR is checked/validated and claim slip is issued
6.	Claims the TOR after 7 working days & submits 1 documentary stamp	Release the TOR	15 min	Registrar's Staff	None	Claim Slip	TOR is released

Title of Frontline Service : ISSUANCE OF OFFICIAL CERTIFICATION

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, any authorized person
 What are the requirements : NMSC Clearance
 Duration : 2.55 hrs

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Gets clearance form and secures required signatories	Gives out the clearance form	2 hours	Registrar's Staff	None	Clearance	Clearance given
2.	Presents clearance	Examines the authenticity of signatures	5 min	Registrar	None	Clearance	Authenticity of clearance verified



3.	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of Official Certification	30 min	Registrar's Staff	None	Request Form	Students are guided in filling out the correct entries and is informed of the date of release of Official Certification
4.	Pays the Official Certification Fee	Receives and acknowledges payments	5 min	Collecting Officer	P50.00	Official Receipt	OR is issued
5.	Presents Official Receipt to the Registrar's Office	Checks the Official Receipt	10 min	Registrar's Staff	None	Official Receipt	OR is checked/validated and claim slip is issued
6.	Claims the Official Certification after 5 working days	Releases the Official Certification	5 min	Registrar's Staff	None	Claim Slip	Official Certification is released



Title of Frontline Service : ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students
 What are the requirements : NMSC Clearance, 2 photocopies of TOR, 2 photocopies of Diploma/Certificate
 Duration : 2.55 hrs.

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Gets clearance form and secures required signatories	Gives out the clearance form	2 hours	Registrar's Staff	None	Clearance	Clearance given
2.	Presents clearance	Examines the authenticity of signatures	5 min	Registrar	None	Clearance	Authenticity of clearance verified
3.	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of Official Certification	30 min	Registrar's Staff	None	Request Form	Students are guided in filling out the correct entries and is informed of the date of release of CAV
4.	Pays the CAV Fee	Receives and acknowledges payments	5 min	Collecting Officer	P150.00	Official Receipt	OR is issued



5.	Presents Official Receipt to the Registrar's Office	Checks the Official Receipt	10 min	Registrar's Staff	None	Official Receipt	OR is checked/validated and claim slip is issued
6.	Claims the HD and Good Moral after 7 working days	Releases the CAV documents	5 min	Registrar's Staff	None	Claim Slip	Honorable Dismissal is released

Title of Frontline Service : CERTIFICATION OF GRADES

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, any authorized person
 What are the requirements : Identification Card, Assessment Card
 Duration : 21 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Presents Identification Card and Assessment Card	Checks the validity of the documents presented	1 min	Registrar's Staff	None	None	Identification card and assessment card are checked
2.	Submits filled out paper with entries on name and course & year for scheduling of grade release	Receives the filled out sheet	5 min	Registrar's Staff	None	Filled-out Sheet/Form	Filled out sheet is given
3.	Pays the Certification of	Receives and	5 min	Collecting	P50.00	Official Receipt	OR is issued



	Grades	acknowledges payments		Officer			
4.	Presents Official Receipt to the Registrar's Office	Checks the Official Receipt	5 min	Registrar's Staff	None	Official Receipt	OR is checked/validated and claim slip is issued
6.	Claims the Certification of Grades after 5 working days	Releases the Certification of Grades	5 min	Registrar's Staff	None	Claim Slip	Certification of Grades is released

Title of Frontline Service : SIGNING OF CLEARANCE

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students, Student's parent or Relatives

What are the requirements : Old and New Identification Card, Assessment Card

Duration : 10 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Presents Clearance Form, ID Card and Assessment Card	Verifies student records	10 minutes	Registrar	None	Student Clearance	Records verified and acted upon



Title of Frontline Service : FILLING OUT OF BILLING FORMS

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, Student's parent or Relatives
 What are the requirements : Old and New Identification Card, Assessment Card
 Duration : 15 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Submits accomplished Form B and the CHED Billing Form	Evaluates Form B and accomplishes CHED Billing Form	5 minutes	Registrar's Staff	P50.00	Form B	CHED Form B
2.	Presents ID and assessment card and claims billing form after 5 working days	Issues filled out billing form	10 minutes	Registrar's Staff	None	Form B	CHED Billing form properly filled up



Title of Frontline Service : HONORABLE DISMISSAL (HD) AND GOOD MORAL

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, any authorized person
 What are the requirements : NMSC Clearance
 Duration : 2.55 hrs

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Gets clearance form and secures required signatories	Gives out the clearance form	2 hours	Registrar's Staff	None	Clearance	Clearance given
2.	Presents clearance	Examines the authenticity of signatures	5 min	Registrar	None	Clearance	Authenticity of clearance verified
3.	Fills out and submits Request Form	Receives, checks accuracy of the form accomplished and schedules release of Official Certification	30 min	Registrar's Staff	None	Request Form	Students are guided in filling out the correct entries and is informed of the date of release of Honorable Dismissal and Good Moral
4.	Pays the Honorable Dismissal and Good Moral	Receives and acknowledges payments	5 min	Collecting Officer	P100.00 + TOR	Official Receipt	OR is issued



5.	Presents Official Receipt to the Registrar's Office	Checks the Official Receipt	10 min	Registrar's Staff	None	Official Receipt	OR is checked/validated and claim slip is issued
6.	Claims the HD and Good Moral after 7 working days	Releases the Honorable Dismissal and Good Moral	5 min	Registrar's Staff	None	Claim Slip	Honorable Dismissal is released

Title of Frontline Service : REQUEST FOR WITHDRAWAL

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students, Student's parent or Relatives

What are the requirements : Old and New Identification Card, Official Receipt, Assessment Card

Duration : 35 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Secures withdrawal form from the Registrar's Office	Issues form	5 minutes	Registrar's Staff	None	Withdrawal Form	Form Issued
2.	Submits duly signed request to the Department Chairman and VPAA	Takes action approves or disapproves	10 minutes	Dept. Chairman and VPAA	None	Withdrawal Form	Request for withdrawal of enrolment approved
3.	Submits approved	Accepts approved	10 minutes	Cashier	None	Withdrawal	Fees assessed



	request and assessment card to the Cashier	requests				Form	
4.	Submits the Withdrawal Form to the Registrar's Office	Accepts the withdrawal form	10 minutes	Registrar	None	Withdrawal Form	Enrolment withdrawn

Title of Frontline Service : REQUEST FOR ADDING/DROPPING OF SUBJECTS

- Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, Student's parent or Relatives
 What are the requirements : Old and New Identification Card, Assessment Card
 Duration : 33 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Secures Adding/Dropping Form from the Registrar's Office	Issues Form	3 minutes	Registrar's Staff	None	Adding/Dropping Form	Form Issued
2.	Submits form to the Department Chairman for evaluation and signature	Signs the form	5 minutes	Department Chairman	None	Adding/Dropping Form	Form Signed
3.	Submits form to the Dean for signature	Takes appropriate action of the request	5 minutes	Dean	None	Adding/Dropping Form	Form Signed



4.	Submits duly approved form to the Cashier	Assesses the tuition and miscellaneous fees	15 minutes	Cashier	P 20.00 per subject	Adding/Dropping Form	Assessed the Total School Fees
5.	Submits duly approved form to the Registrar's Office	Receives and signs 3 copies of the form; gives 1 copy to the student	5 minutes	Registrar	None	Adding/Dropping Form	Signed 3 copies of the form and give 1 copy to the student

Title of Frontline Service : EVALUATION OF RECORDS OF STUDENTS

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

Duration : 31 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Non-graduating and graduating students will submit application for evaluation	Receives application for evaluation and updates records of deficiencies of student; evaluation records of students for purpose of	30 minutes/student	Registrar		Application Form for Evaluation	Evaluated student's records.



		graduation					
2.	Waits and receives the results of evaluation	Gives the results of the evaluation; explains the evaluation results	1 minute	Registrar		Prospectus	Gave and explained the results of the evaluation

Title of Frontline Service : COMPLETION OF GRADES

Description : A grade of Incomplete (INC) is given to a student whose course work is not completed at the time the grade was submitted. An INC must be completed within a period of one (1) semester from the term the INC was incurred, otherwise it becomes 5.0 and the student is required to repeat the course.

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students of NMSC with INC

Duration : 10 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Asks information from Registrar's Office on the completion of grades	Verifies from database the INC grade of the student; Directs the student to pay P50.00 for the	3 minutes	Registrar/ Assistant	None	None	Directed students to pay for the completion form



		completion form to the Accounting Office					
2.	Pays P50.00 for the completion form. One completion form for every INC.	Issues official receipt for the payment of the completion form	5 minutes	Cashier	P50	None	Official Receipt issued
3.	Presents official receipt to the Registrar for the issuance of completion form	Inspects the authenticity of the official receipts; Releases the completion form	2 minutes	Registrar	None	Completion Form	Completion form released.

Title of Frontline Service : APPLICATION FOR GRADUATION

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Graduating Students of NMSC

Duration : 5 days, 2 hours and 2 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Secures application form for graduation from the Registrar's Office	Releases application form for graduation	1 minute	Registrar	None	Application Form for graduation	Application Form for graduation released



2.	Submits duly accomplished application form for graduation	Receives application form for graduation	1 minute	Registrar/ Assistant		Application form for graduation	Received application form for graduation
3.	Verifies the list submitted to the Registrar's Office	Prepares list of candidates for graduation	2 hours	Registrar			List of candidates for graduation submitted to Academic Council for deliberation
4.	Waits for the result of deliberations from the Academic Council meeting	Presents the result of deliberations from the Academic Council meeting	5 days	Registrar			Results of deliberations presented



OFFICE OF THE ACCOUNTING

Title of Frontline Service : ANSWERING QUERIES ON SCHOOL FEES, COURSE TOTAL ESTIMATES AND DOWN PAYMENT

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, Student's Parents or Relatives
 What are the requirements : None
 Duration : 15 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Inquires about Fees	Provides correct information	15 minutes	Cashier	None	None	Correct Information Provided

Title of Frontline Service : PAYMENT OF FEES

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, Student's Parents or Relatives
 What are the requirements : COR/Billing Statements
 Duration : 6 minutes



HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Pays account balance to the Accounting Office	Processes the payment from the database	3 minutes	Cashier	None	None	Payment processed
2.	Waits for the issuance of the official receipts	Confirms the payment and makes official receipts	2 minutes	Cashier	None	None	Payment confirmed and verified; official receipt made
3.	Receives the official receipts	Issues official receipts	1 minute	Cashier	None	Official Receipt	Official Receipt Issued



OFFICE OF THE DEAN/VICE PRESIDENT FOR ACADEMIC AFFAIRS

Title of Frontline Service : REQUEST FOR SPECIAL CLASS
 Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Who may avail of the service : Students, Student's parent or Relatives
 What are the requirements : Old and New Identification Card, Assessment Card
 Duration : 3 hours and 1 minute

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Secures Special Class Request Form from the Dean's Office	Issues Form	1 minute	Dean's Office Staff	None	Special Class Request Form	Special Class Request Form Issued
2.	Submits request form to Department Chairman for assignment of professor and schedule of classes	Assigns instructor and schedule class	3 hours	Department Chairman	None	Special Class Request Form	Instructor and schedule of class determined



OFFICE OF THE DIRECTOR OF STUDENT AFFAIRS

Title of Frontline Service	: APPROVAL OF STUDENT ACTIVITIES
Schedule of Availability	: Monday-Friday, 8:00-5:00pm
Who may avail of the service	: Students
What are the requirements	: Project Proposal or Seminar Plan; Program of Activities, List of Participants, Acceptance Letter from the Agency to be visited
Duration	: 17 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Requests for Activity/Facility Sheet	Gives out Activity/Facility Sheet	1 minute	DSA/Staff	None	Activity/Facility Sheet	Activity/Facility Sheet given/issued
2.	Receives and accomplishes Activity/Facility Sheet	Guides clients how to fill out Activity/Facility Sheet	10 minutes	DSA/Staff	None	Activity/Facility Sheet	Clients taught how to fill out the Activity/Facility Sheet properly
3.	Gives and waits for the approval of the Activity/Facility Sheet	Receives the Activity/Facility Sheet and checks if	5 minutes	DSA/Staff	None	Activity/Facility Sheet	Documents properly checked



		the form is duly signed by authorities; checks other documents required					
4.	Claims for the approved Activity/Facility Sheet	Issues the Activity/Facility Sheet	1 minutes	DSA/Staff	None	Activity/Facility Sheet	Approved Activity/Facility Sheet issued

Title of Frontline Service : FILING A COMPLAINT AGAINST STUDENT(S)

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students, Faculty Staff

What are the requirements : 1. Accomplished Incident Report
 2. Full name of the student complained of & full name of person complaining;
 3. A narration of relevant facts that show the offense allegedly committed by the student complained of.
 4. Evidence and testimonies of a witness/es

Duration : 50 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Orally, reports complaints to the Office for Director of Student Services	DSA discusses complaints with the complainant	10 minutes	DSA	None	None	Complaint is discussed and clarified



2.	Prepares and Submits Incident Report	Receives the incident report	30 minutes	DSA	None	Incident Report	Incident Report received and entered into the SADSA file
3.	Confirms venue, date & time of fact-finding dialogue /hearings to be conducted by the DSA	DSA informs complainant on venue, date and time of dialogues/hearing	10 minutes	DSA	None	None	Date, venue and time of fact-finding dialogue / hearings are confirmed and duly calendared.



COLLEGE CLINIC

Title of Frontline Service : MEDICAL CHECKUP

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

What are the requirement : Certificate of Registration (for New Students)
 School ID (for Old Students)

Duration : 33 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Goes to clinic and presents COR, signs medical examination logbook	Medical Services	3 minute s	School Nurse	None	Medical Examination Logbook entries	Documentation of patient
2.	Accomplishes medical information sheet	Guides patient in accomplishing medical information sheet	10 minutes	School Nurse	None	Medical Information Sheet	Documentation of patient
3.	Undergoes measurement of height, weight, BP, respiration, pulse rate	Conducts accurate measurement and provides diagnosis and administers medicine	20 minutes	School Nurse	None	None	Vital signs of patients accurately recorded and evaluated; diagnosis provided; medicines administered



Title of Frontline Service : CLEARING OF MONEY AND PROPERTY ACCOUNTABILITIES OF COLLEGE STUDENTS

Schedule of Availability : OCTOBER AND MARCH OF THE YEAR
 Who may avail of the service : All College Students
 What are the requirement : Correctly Filled Up Clearance Slip, Complete School Uniform)
 Duration : 5 - 10 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Comes to the clinic	1. Receive the clearance slip and look his/her name in the LIST OF DECLARATION OF PNRC Membership or in the LIST OF REFERRALS.	2-3 minutes	Nurse	None	Filled up Clearance Slip	Verified list of DECLARATION OF PNRC Membership.
2.		2. Signs the clearance slip	1 minute	Nurse	None	Clearance Slip	Signed Clearance Slip



3.		3. If name is not found in the LIST OF DECLARATION OF PNRC Membership advises student to go to Registrar's Office for verification.					Student made aware of the situation.
4.		4. Verifies if Return Slip of the Referral Note was returned.	1 minute	Nurse	None	None	Returned Referral Note of Return Slip.



Title of Frontline Service : PHYSICAL INSPECTION & INTERVIEW OF COLLEGE STUDENTS

Schedule of Availability: May, June, July and October of the Year
 Who May Avail of the Service: First Year College Enrollees, Transferees with P.E. 2, 3 & 4
 What are the Requirements: Certificate of Registration
 Duration: 30 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Shows the COR to the nurse.	1. Signs students COR and gives 2 copies of the Health Examination Record for the student to fill out.	1 minute	Nurse	None	Health Examination Record Form	Signed COR; gave duplicate copy of Health Examination Record to student.
2.	2. Fill out the upper portion of "Personal Data" of the 2 copies of the Health Examination Record.	2. Answers query/monitor the filling out of the form.	5-10 minutes	Nurse	None	-do-	Monitored and collect a copy of the filled out form.



3.	3. Submit to the nurse the filled out Health Examination Record Form.	3. Measures the height and weight of the student, take blood pressure and pulse rate.	20 minutes	Nurse	None	-do-	Recorded measurement of Height, weight, BP and pulse rate of the student.
4.		4. Does physical inspection to the student by looking at their eyes, sclera, nose, ears, teeth, neck, arms, legs and feet.	15 minutes	Nurse	None	-do-	Recorded Students result of the physical inspection.
		5. Records observation and findings	5 minutes	Nurse	None	-do-	Recorded findings.
		6. Advises/Informs student of any unfavorable	5 minutes	Nurse	None	-do-	Recorded/documentd remarks to the form of students with unfavorable



		observation or finding.					observation/findings.
		7. Initial findings refer to physician for further evaluation and treatment.	10 minutes	Nurse	None	Referral Slip	Referral Slip filled out and gave duplicate copy to student.
		8. Instruct student to submit the "Return Slip" for reference/documentation.	2 minutes	Nurse	None	-do-	Record/file of Return Slips
		9. Follows /monitors students with above normal blood pressures.	5 minutes	Nurse	None	Health Examination Record	List.record of students being monitored/followed up



Title of Frontline Service : PREPARATION OF CLAIM FORM FOR REIMBURSEMENT OF EXPENSES FROM PNRC & GROUP INSURER

Schedule of Availability: Whole Year Round
 Who May Avail of the Service: Parents of Students/Students/Faculty and Staff
 What are the Requirements: Valid PNRC Membership ID Card
 Duration: 15 - 30 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Asks for claim form and PNRC Membership Card	1. Gives the valid PNRC membership ID Card. Let student sign papers for the release of ID Card.	5 minutes	Nurse	None	PNRC ID card & "LIST" of Declaration of PNRC Membership	PNRC ID Card given and student signed the "LIST" for release of card.
2.		2. Give list of requirement to support their claim for reimbursement.	5 minutes	Nurse	None	"LIST" of supporting documents.	List of supporting documents given to claimant.
3.		3. Refers claimant of reimbursement	5 minutes	Nurse	None	PNRC ID card & "LIST" of	Copy of the list of



		to PNRC office, Tangub City for further and additional instruction.				Declaration of PNRC Membership	supporting documents.
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Title of Frontline Service : REFERRALS

Schedule of Availability: Whole Year Round
 Who May Avail of the Service: Parents of Students/Students/Faculty and Staff
 What are the Requirements: Valid PNRC Membership ID Card
 Duration: 15 - 30 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Show valid ID card or Proof of Enrolment	1. Interview the client/patient. Record same, course, complaint in the logbook.	5-15 minutes	Nurse	None	Daily Treatment Logbook	Name of Client/Patient, course and complaint recorded.



2.		2. Prepares and fills out Referral Slip and instructs client/patient what to do with the slip.	3-5 minutes	Nurse	None	Referral Slip with Return Slip	Referral Slip given to concerned with instructions on where to bring it and whom to approach and to return the Return Slip after seeing the concerned person/agency.
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Title of Frontline Service : SUBMISSION OF LIST OF DECLARATION OF PNRC MEMBERS

Schedule of Availability: June, July and October of the Year
 Who May Avail of the Service: Students, Faculty and Staff
 What are the Requirements: Payment of PNRC Membership
 Duration: 10 - 30 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. The Registrar and the cashier will provide copy of the list of college PNRC list of members.	Submits List of Declaration of PNRC members to PNRC Tangub City	1 hour	Nurse	None	-do-	Photocopy record of the List stamped "received" by the PNRC Staff.



		Chapter					
2.		Hands-in copy of the "LIST" stamped received by PNRC Staff to Cashier's Office.	10 minutes	Nurse	None	Voucher OR and "LIST"	Filled records of Returned Voucher to Cashier's Office with official receipt and LIST.

Title of Frontline Service : TREATMENT OF STUDENTS/FACULTY/STAFF

Schedule of Availability: Monday - Friday 8:00 AM - 5:00 PM
 Who May Avail of the Service: Students, Faculty and Staff
 What are the Requirements: Identification Card (Valid) or Proof of Enrolment for Students
 Duration: Duration:

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. health consultation with the college nurse	1. Interviews the client, records the name/course/complaint, its sign and symptoms.	10 minutes	Nurse	None	Daily Treatment Logbook	Recorded book of Name/Course/Illness and injury .



2.	Consults health problem with the nurse.	2. Inspects wounds/burns or any injured body parts of the client.	5 minutes	Nurse	None	Referral Slip with Return Slip	Recorded book of person with Treat wounds/burns or injured area.
		3. Dresses wounds/burns or applied treatment or first treat and injured body parts.	10-15 minutes	Nurse	None	None	
	2. signs daily treatment logbook	4. Issues non-prescription drugs to clients necessary for the healing of affected area and minor illness.				Daily treatment logbook	Record of Non-prescription drugs given to clients/patients.



Title of Frontline Service : DETERMINATION OF BASELINE AND ENDLINE NUTRITIONAL STATUS SECONDARY STUDENTS

Schedule of Availability: July and January of the Year
 Monday - Friday 8:00 AM - 5:00 PM
 Who May Avail of the Service: All Secondary Students
 What are the Requirements: Duly Filled up Personal Data and Nutrition Status Record
 Duration: 25 - 30 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Fill out the Personal Data and Nutrition Status Record	1. Instructs students to fill out the personal data sheet with information such as name, date of birth, name of parents, home address.	5-10 minutes	Nurse	None	Personal Data & Students Nutrition Status Record	Filled out the PDNSR form.
2.		2. Measures height and weight of the students.	5 minutes	Nurse	None	-do-	Students Height & weight measurement.



		3. Records the height and weight of students in the PDNS.	2 minutes	Nurse	None	-do-	Students Height & weight record.
		4. Transfer the written names, date of birth, exact age when the height and weight were taken to the Nutrition Status Record Form.	2 minutes	Nurse	None	Nutrition Status Record form	Documented PDNSR
		5. Compute for the height in square meters, and Body Mass Index.	3 minutes	Nurse	None	WHO standard as adapted by DEPED	Students Height(in sq.m.) and BMI computation
		6. Determines the Body Mass Index per WHO Standard as adapted by	3 minutes	Nurse	None	-do-	Nutritional Status Determined.



		DEPED.					
		7. Submits copy of the Nutritional Status of Secondary Students to DEPED, Tangub City Division	30 minutes	Nurse	None	Nutritional Status of secondary students report	Copy of the submitted Nutritional status of Secondary Students.



COLLEGE LIBRARY

Title of Frontline Service : ISSUANCE OF LIBRARY CARD

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Saturday, 8:00-4:00pm

Who may avail of the service : Students

What are the requirements : 1x1 Photo and Xerox copy of Certificate of Registration

Duration : 6 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Submit photocopy of COR, Address, Contact No., and 1x1 recent picture	Set requirement and record student data	2 minutes	Admin Aide	Circulation
		Type student data to the Library card with 1x1 picture	3 minutes	Admin Aide	Circulation
2.	Claim the Library Card.	Release and have it signed by the student.	1 minutes	Admin Aide	Circulation



Title of Frontline Service : LOCATE/BORROW AND RETURN BOOKS

Schedule of Availability : Monday-Friday, 7:00-6:00pm
 Who may avail of the service : Students, Faculty and Staff
 Duration : 30 minutes

HOW TO AVAIL OF THE SERVICE:

Location/Borrowing Books Using Card Catalog					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Check the card catalog to verify if the book is/are available	Watch over the card catalog	2 minutes	Admin Aide	Reference
2.	Copy the call number written on the left corner of the card, the author and the title of the book, and location symbol if any.	Assist the clients	5 minutes		Reference hallway
3.	Proceed to the shelves to locate the book, get the book and use in the reading area. If the books cannot be found in the shelves, the user may ask assistance	Assist the clients	2 minutes	Admin Aide	Reference Hallway
4	If the books are to be taken out of the library, the borrower must fill up the information asked for the book card, then give the book	Verify the book thru title, accession number and issue the book to the borrower	2 minutes	Admin Aide	Circulation Desk



	card together with the library card to the librarian.				
LOCATING/BORROWING BOOKS USING ONLINE PUBLIC ACCESS (Integrated Library System)					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1	Click the provided search link. The Search will appear.	Watch over the borrower	2 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area
2	On the search or field, supply the information (book title, author name, and subject title) needed	Assist the clients	2 minutes	IT- Admin Aided	Integrated Library System/ OPAC Area
3	Choose the search field type from the appearing in drop down-list	Assist the clients	2 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area
4	Then click search. A filtered list of books related to the specified criteria will be displayed	Assist the clients	2 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area
5	Copy the call number, the author and the title of the book and the location symbol	Assist the clients	5 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area



6	Proceed to the shelves to locate the book, get the book and use in the reading area. If the book cannot be found in the shelves ask the librarian for assistance	Assist the clients	3 minutes	Librarian	Reference Hallway
7	If the book is to be taken out of the library, borrower fill up the information asked for on the book card together with the library card to the librarian	Verify the book thru title, author, accession number and issue book to the borrower	5 minutes	Librarian	Circulation
RETURNING BORROWED BOOKS					
	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	
1	Present book to the librarian	Fill up book card and return it to the owner	2 minutes	Librarian	Circulation
2	Books not return on the due date. Borrowers pay corresponding fine to the treasurer's office and sign on the logbook, indicating the amount of he/she paid.	Instruct the borrower to pay the penalty at the treasurer's office	3 minutes	Library Aide	Circulation



Title of Frontline Service : SIGNING OF CLEARANCE

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Saturday, 8:00-4:00pm
 Who may avail of the service : Students, Administrators, Faculty and Staff
 What are the requirements : CLEARANCE
 Duration : 3 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Present Student/Administrator/Faculty/non-teaching staff clearance form	Library staff counter sign clearance. I student, administrator, faculty, non teaching has no accountability	2 minutes	College Librarian and Admin Aide	Circulation/Office of the College Librarian
2.	College Librarian III		1 minutes	College Librarian III	Circulation/Office of the College Librarian



Title of Frontline Service : LIBRARY SERVICES FOR NON-PERSONNEL OF NMSC (VISITING USERS)

Schedule of Availability : Monday-Friday, 8:00-5:00pm
 Saturday, 8:00-4:00pm

Who may avail of the service : Students from other schools, employees of agencies

What are the requirements : Referral letter

Duration : 15 minutes

HOW TO AVAIL OF THE SERVICE:

VISITING USERS INCOMING FROM OTHER SCHOOLS					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Referral letter from their respective schools	Receive the referral letter	1 minute	Admin Aide	Circulation Desk
2.	Write name, date, school, and subjects	See to it that he/she fill up the data requirements	2 minutes	Admin Aide	Circulation Desk
3.	A receipt of P50.00 is asked from the users	Record the payment and have it signed by users	2 minutes	Admin Aide	Circulation Desk
4.	Proceed to the shelves to locate the book/s and other reading materials	Assist the users	5 minutes	Admin Aide	Reference Area
VISITING USERS OUTGOING (STUDENTS UNDERTAKEN RESEARCH FROM OTHER SCHOOLS)					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1	Write name, school to be visited and subject to be researched	Encode students data on the referral form	3 minutes	Admin Aide	Circulation



2		Sign the referral letter	1 minute	College Librarian III	Office of the College Librarian
3	Claim the referral	Issue the referral	1 minute	College Librarian III	Office of the College Librarian

Title of Frontline Service : ACTIVATION OF E-LIBRARY ACCOUNTS

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

Duration : 2 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Swiping of students ID at the barcode counter for paying students	E-library	1 minute	IT in-charge			Activation of student's account is identified and automatically included in the database.
2.	Presents the ID and final copy of enrolment/assessment form to the IT in-charge	E-library	1 minute	IT in-charge			Student's profile is manually activated by the IT in-charge by encoding his profile in the database.



Title of Frontline Service : COMPUTER/INTERNET ACCESS IN THE E-LIBRARY

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

Duration : 3 minutes

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Students queuing	E-Library		IT In-charge	None	None	IT in-charge overseeing the students activities
2.	Gives the Internet Card to the IT in-charge to utilize a PC	E-library	1 minute	IT In-charge	None	Internet Card	Record PC number utilized. Entered number of minutes to student's account. Returned the internet card.
3.	PC Utilized	E-library	1 minute	IT In-charge			IT in-charge overseeing the students activities



OFFICE OF STUDENT AFFAIRS

Title of Frontline Services : GOOD MORAL
 Schedule of Availability : After Graduation
 Who May Avail of the Services : Students
 What are the requirements : Receipt or Facility Sheet/Form
 Duration : 1 minute

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Request for facility sheet	Signs the facility	1 minute	DSA	None	Facility Sheet	Signed the facility sheet
2	Receives and accomplishes facilitating sheet/receipt	Issue Good Moral	1 minute	DSA/Staff	None	Facility Sheet/Receipt	Issued Good Moral



Title of Frontline Services : Signing of Clearance

Schedule of Availability : Final Exam / Enrolment
 Who May Avail of the Services : Students
 What are the requirements : None
 Duration : 1 minute

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Request for Clearance	Gives out clearance	1 minute	Department Secretary	None	Clearance	Clearance given/issued
2	Secure the requirements	Receives clearance; checks the attendance and requirements of clients in every Department activities/events	1 minute	Department -Officer (Treasurer)	Penalty	Clearance	Signed the clearance



3	Secure the requirements	Receives clearance; check if the form is duly signed by the Department Officer (treasurer); checks the attendance/request in every school activities/events	5 minutes	SCC Treasurer	Penalty: P50.00 in P50.00 out	Clearance	Signed the clearance
4	Secure the requirements	Receives clearance; checks if the form is duly signed by the SSC Treasurer	1 minute	SCC President	None	Clearance	Signed by the clearance
5	Gives and waits for the signing of clearance	Receives the clearance and checks if the form is duly signed by the SCC President; checks school ID	5 minutes	DSA	None	Clearance	Signed the clearance and clients will always wear their school ID and compute uniform as prescribed by the



		and uniform of the clients					school
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Title of Frontline Services : SIGNING AND APPROVAL OF PROMISORY NOTE FORM

Schedule of Availability : Final Exam / Enrolment
 Who May Avail of the Services : Students
 What are the requirements : COR and School ID
 Duration : 5 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Request promissory note form	Gives out promissory note form	1 minute	Staff	None	Promissory note form	Promissory note form given/issued



2	Receives and accomplishes promissory form	Guides the clients how to fill out the promissory note form	10 minutes	Staff	None	Promissory Note Form	Clients taught how to fill out the Facility and promissory Note Form properly
3	Prepares and submit the promissory note form and the requirements	Receives the form and checks the requirements; interviews clients	10 minutes	DSA	None	Promissory Note Form	Signed the promissory note form issued

Title of Frontline Services : SIGNING AND APPROVAL OF THE LGU SCHOLARSHIP

Schedule of Availability : Every renewal

Who May Avail of the Services : LGU Scholars

What are the requirements : Brgy. Certificate, Certificate of Community Service, Print screen Grades, COR and Facility Form

Duration : 5 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Request for the facility sheet	Gives out the facility sheet	1 minute	Staff	None	Facility Sheet	Facility sheet was given/issued



2	Receives and accomplishes facility sheets	Guides the clients on to fill out the facility sheet	5 minutes	Staff	None	Facility Sheet	Clients taught how to fill out the facility sheet properly
3	Prepares and submit the facility sheet together with the requirements	Receives the facility sheet and requirements; checks if the form is duly signed by the authorities; check the requirements; compute the average grade	8 minutes	DSA/Staff	None	Facility Sheet	Approved Facility Sheet Issued



OFFICE OF THE GUIDANCE COUNSELOR

Title of Frontline Services : INDIVIDUAL INVENTORY
 Schedule of Availability : Monday – Saturday, 8:00 am – 5:00 pm
 Who May Avail of the Services : Students
 What are the requirements : Filled-out/Filed Guidance Forms
 Duration : 5-15 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Asks for the Student Personal Information Sheet (SPIS) to fill out	Issues Student Personal Information Sheet (SPIS)	2 minutes	Counselor/ Assistant	None	Student Personal Information Sheet	Student Personal Information Sheet (SPIS) issued
2	Fills out Student Personal Information Sheet (SPIS) with Paste the 2 x 2 ID picture	Guides client how to fill out Student Personal Information Sheet (SPIS)	10 seconds	Counselor/ Assistant	None	Student Personal Information Sheet	Taught students how to fill out Student Personal Information Sheet (SPIS) properly
3	Undergoes intake interview	Conducts intake	5-10 minutes	Counselor/	None	Intake Interview	Intake interview



		interview		Assistant			conducted
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Title of Frontline Services : INFORMATION AND ORIENTATION

Schedule of Availability : As scheduled
 Who May Avail of the Services : Students, Faculty and Staff, Parents
 What are the requirements : Attendance
 Duration : 1 hour or more

HOW TO AVAIL OF THE SERVICES:

A. ORIENTATION

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Reads the bulletin board for the schedule	Posts Announcements	1 minute	Counselor/ Assistant	None	Announcement	Announcements posted
2	Attends the orientation	Conducts Orientation	1 hour	Counselor/ Assistant	None	Attendance	Orientation conducted
3	Evaluates the activity	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued



B. SEMINARS/WORKSHOPS

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Reads the bulletin board for any schedule/s of seminars/workshops	Posts Announcements	1 minute	Counselor/ Assistant	None	Announcement	Announcements posted
2	Attends the seminar/workshop that you need	Conducts seminar/workshop	1 hour – 2 hours	Counselor/ Assistant	None	Attendance	Seminar/workshop conducted
3	Evaluates the activity	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued

FACULTY/STAFF WELLNESS PROGRAM

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Reads the bulletin board for the schedule	Posts announcements	1 minute	Counselor/ Assistant	None	Announcement	Announcements posted
2	Attends the wellness	Conducts wellness	1 hour – 2	Counselor/	None	Attendance	Wellness program



	program	program	hours	Assistant			conducted
3	Evaluates the activity	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued

C. CAREER MONTH CELEBRATION

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Be aware and reads the bulletin board for the whole month schedule	Posts schedules	1 minute	Counselor/ Assistant	None	Announcement	Schedules posted
2	Attends all the activities related to year level	Conducts the activities	1 hour – 2 hours	Counselor/ Assistant	None	Attendance	Activities conducted
3	Evaluates the activities	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued



Title of Frontline Services : **TESTING SERVICE**

Schedule of Availability : As scheduled

Who May Avail of the Services : Students

Duration : 1 hour 7 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Looks for the schedule for testing	Posts Schedules	1 minute	Counselor/ Assistant	None	Announcement	Schedules posted
2	Takes the entrance test	Conducts entrance test	1 hour	Counselor/ Assistant	None	Attendance Answer Sheet	Entrance test conducted and administered
3	Gets an Enrollment Procedure form	Gives out enrollment procedure form	1 minute	Counselor/ Assistant	None	Enrollment Procedure	Form signed
4	Listens to the interpretation of the test results	Explains the test results	3-5 minutes	Counselor/ Assistant	None	None	Test results explained



Title of Frontline Services : **COUNSELING SERVICE**

Schedule of Availability : 8:00 AM – 5:00 PM

Who May Avail of the Services : Students

Duration : 15-20 minutes

HOW TO AVAIL OF THE SERVICES:

A. ROUTINE INTERVIEW/WALK-IN CLIENTS

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Appointment Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Appointment Form	Taught client how to fill out the form
2	Gives the form to the Counselor	Receives and checks the form	2 minutes	Counselor	None	Appointment Form	Form received and checked
3	Gets interviewed	Conducts interview	15-20 minutes	Counselor	None	Routine Interview Form	Interview conducted
4	Receives the Certificate of Counseling	Issues Certificate of Counseling	1 minute	Counselor	None	Certificate of Counseling	Certificate of Counseling issued



B. INTERVIEW WITH THE SHIFTEE

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Appointment Form	Guides how to fill out the form	5 minutes	Counselor/Assistant	None	Appointment Form	Taught client how to fill out the form
2	Gives the form to the Counselor/Assistant	Receives and checks the form	2 minutes	Counselor/Assistant	None	Appointment Form	Form received and checked
3	Fills out the Shifting Form	Guides how to fill out the form	5 minutes	Counselor/Assistant	None	Shifting Form	Taught client how to fill out the form
4	Gets interviewed by the Counselor	Conducts interview	20 minutes	Counselor	None	Shifting Form	Interview conducted
5	Proceeds to the Officer Dept. Chairman concerned for approval	Reads, checks and signs the form	5 minutes	Dept. Chairman	None	Shifting Form	Form read, checked and signed
6	Cuts off the form and give a copy to the Registrar's Office	Receives, checks the form	5 minutes	Registrar	None	Shifting Form	Form read, checked
7	Gives the signed copy to	Receives the	2 minutes	Counselor/	None	Shifting Form	Form received



	the Counselor	signed Form		Assistant			
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C. EXIT INTERVIEW (NON-GRADUATING STUDENTS)

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Appointment Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Appointment Form	Taught client how to fill out the form
2	Gives the form to the Counselor/Assistant	Receives and checks the form	2 minutes	Counselor/ Assistant	None	Appointment Form	Form received and checked
3	Fills out the Exit Interview Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Exit Interview Form	Taught client how to fill out the form
4	Gets interviewed	Conducts interview	5-15 minutes	Counselor/ Assistant	None	Session Summary	Interview conducted



D. CASE CONFERENCE/CONSULTATION WITH PARENTS

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Consultation Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Consultation Form	Taught client how to fill out the form
2	Gives the form to the Counselor/Assistant	Receives and checks the form	2 minutes	Counselor/ Assistant	None	Appointment Form	Form received and checked
3	Start of the consultation to be led by the counselor	Conducts consultation	20 minutes	Counselor	None	Consultation Form Session Summary	Consultation conducted



Frontline Services : REFERRAL SERVICE

Schedule of Availability : 8:00 AM – 5:00 PM
 Who May Avail of the Services : Students, Faculty/Staff, Parents
 Duration : 12-22 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Referral Form A for Individual and Referral Form B for Group	Guides how to fill out the form	5 minutes	Student/Faculty Staff/Parent	None	Referral Form/s	Taught client how to fill out the form
2	Indicates the Reason/s for Referral: <ul style="list-style-type: none"> ✓ Absenteeism/Tardiness ✓ Poor academic performance ✓ others 	Guides and checks the client in filling out the form correctly	2 minutes	Counselor/Assistant	None	Referral Form/s	Taught client how to fill out the form
3	Consults the Counselor regarding the referral	Conducts interview, consultation and advise	5-15 minutes	Counselor/Assistant	None	Consultation Form	Interview, consultation and advise conducted



Title of Frontline Services : PLACEMENT SERVICE
 Schedule of Availability : 8:00 AM – 5:00 PM
 Who May Avail of the Services : Students, Alumni, Outsiders
 Duration : 1 day, 4 hours and 6 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Be aware of the schedule for the Pre-Employment Seminar and Mock Interview for Graduating Students	Posts Schedules	1 minute	Counselor/ Assistant	None	Announcement	Announcements/ schedule posted
2	Attends the activities	Prepares, Holds activities	1 and a half day	Counselor/ Assistant	None	Attendance	Activities carried out
3	Evaluates the activities	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluated Form given/issued and collected



SECURITY SERVICES

Title of Frontline Services : **SECURITY CHECK AT THE GATE**
 Schedule of Availability : 8:00 AM – 5:00 PM
 Who May Avail of the Services : Students, Alumni, Visitors, Outsiders
 Duration : 2-5 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	For Student , presents oneself in complete uniform and shows student ID; For Employee , presents oneself and in uniform and shows ID; For guest , leaves personal ID and signs the logbook	Asks queries for reasons of visits to guest who would like to enter the school premise and checks bag and luggage and guides them to their destination; checks students and employees entering	2 minute	Security Guard Assigned		Logbook	Security provided



		the school premise					
2	For outgoing State College official vehicles, accomplishes trip ticket with travel order	Checks, records plate number; asks for travel order and trip tickets; records time of departure	2 minutes	Security Guard Assigned	None	Travel order, trip tickets	Security provided
3	For returning official vehicle of the State College, submits vehicle to check for security purposes.	Checks vehicle for security purposes; records time of arrival	2 minutes	Security Guard Assigned	None		Security provided
4.	For guest with vehicle, submits vehicle to check for security purposes and presents driver's license (if necessary) and signs in the logbook	Checks vehicle, records plate number, asks for driver's license (if necessary); guides guests to the parking area	2 minutes	Security Guard Assigned	None		Security provided



5.	For Students with Vehicle , submits vehicle for security purposes, wears complete uniform and presents ID	Checks vehicle, records plate number, asks for driver's license (if necessary); guides students to the parking area	2 minutes	Security Guard Assigned	None		Security provided
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APPENDICES



FEEDBACK FORM

So that we can serve you better, please let us know your comments, suggestions, complaints and/or compliments regarding the quality of the service that you received from us. Just check the appropriate space below:

COMPLAINT _____

COMPLIMENT _____

SUGGESTION _____

COMMENT _____

Please identify the Official/employee/Office Concerned: _____

Brief Narration Concerning the Incident:

[You may also use the back portion of this sheet or another sheet]

_____.

What would you recommend to improve the service from us?

_____.

Name (optional) _____ Course/Year _____

If not a student, give address: _____.

Contact Number: Telephone: _____ Cellular: _____

Email Address: _____ Signature: _____ Date: _____



Republic of the Philippines Congress of the Philippines Metro Manila
Thirteenth Congress Third Special Session

Begun and held in Metro Manila, on Monday, the nineteenth day of February, two thousand seven.

REPUBLIC ACT NO. 9485 June 02, 2007

AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC BY REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFOR

Be it enacted by the Senate and the House of Representatives of the Philippines in Congress assembled:

Section 1. Short Title. - This Act shall be known as the "**Anti-Red Tape Act of 2007**".

Sec. 2. Declaration of Policy. - It is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government.

Sec. 3. Coverage. - This Act shall apply to all government offices and agencies including local government units and government-owned or -controlled corporations that provide frontline services as defined in this Act. Those performing judicial, quasi-judicial and legislative functions are excluded from the coverage of this Act.

Sec. 4. Definition of Terms. - As used in this Act, the following terms are defined as follows:

- (a) "*Simple Transactions*" refer to requests or applications submitted by clients of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office.
- (b) "*Complex Transactions*" refer to requests or applications submitted by clients of a government office which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned.
- (c) "*Frontline Service*" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.
- (d) "*Action*" refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client for processing.
- (e) "*Officer or Employee*" refers to a person employed in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.



(f) "*Irrelevant requirement*" refer to any document or performance of an act not directly material to the resolution of the issues raised in the request or needed in the application submitted by the client.

(g) "*Fixer*" refers to any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.

Sec. 5 *Reengineering of Systems and Procedures.* - All offices and agencies which provide frontline services are hereby mandated to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

Sec. 6. *Citizen's Charter.* - All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- (a) The procedure to obtain a particular service;
- (b) The person/s responsible for each step;
- (c) The maximum time to conclude the process;
- (d) The document/s to be presented by the customer, if necessary;
- (e) The amount of fees, if necessary; and
- (f) The procedure for filing complaints.

Sec. 7. *Accountability of the Heads of Offices and Agencies.* - The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

Sec. 8. *Accessing Frontline Services.* - The following shall be adopted by all government offices and agencies:

- (a) Acceptance of Applications and Request - (1) All officers or employees shall accept written applications, requests, and/or documents being submitted by clients of the office or agencies. (2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.
- (3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on requests.
- (b) Action of Offices - (1) All applications and/or requests submitted shall be acted upon by the assigned officer or employee during the period stated in the Citizen's Charter which shall not be longer than five working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the date the request or application was received. Depending on the nature of the frontline services



requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to nature of frontline services or the mandate of the office or agency concerned the period for the delivery of frontline services shall be indicated in the Citizen's Charter. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release for the extension and the final date of release of the frontline service/s requested.

(2) No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to the client within five working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirement/s which the client failed to submit.

(c) Denial of Request for Access to Government Service - Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

(d) Limitation of Signatories - The number of signatories in any document shall be limited to a maximum of five signatures which shall represent officers directly supervising the office or agency concerned.

(e) Adoption of Working Schedules to Serve Clients - Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours.

(f) Identification Card - All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours.

(g) Establishment of Public Assistance/Complaints Desk - Each office or agency shall establish a public assistance/complaints desk in all their offices.

Sec. 9. Automatic Extension of Permits and Licenses. - - If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal: *Provided*, That the automatic extension shall not apply when the permit, license, or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.

Sec. 10. Report Card Survey. - All offices and agencies providing frontline services shall be subjected to a Report Card Survey to be initiated by the Civil Service Commission, in coordination with the Development Academy of the Philippines, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing.

The Report Card Survey shall also be used to obtain information and/or estimates of hidden costs incurred by clients to access frontline services which may include, but is not limited to, bribes and payment to fixers.

A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.

Sec. 11. Violations. - After compliance with the substantive and procedural due process, the following shall constitute violations of this Act together with their corresponding penalties:



- (a) Light Offense - (1) Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- (2) Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
- (3) Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch
- (4) Failure to render frontline services within the prescribed period on any application and/or request without due cause;
- (5) Failure to give the client a written notice on the disapproval of an application or request; and
- (6) Imposition of additional irrelevant requirements other than those listed in the first notice.

Penalties for light offense shall be as follows:

First Offense - Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;

Second Offense - Three (3) months suspension without pay; and

Third Offense - Dismissal and perpetual disqualification from public service.

(b) Grave Offense - Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalty - Dismissal and perpetual disqualification from public service.

Sec. 12. Criminal Liability for Fixers. - In addition to Sec. 11 (b), fixers, as defined in this Act, shall suffer the penalty of imprisonment not exceeding six years or a fine not less than Twenty Thousand Pesos (P20,000.00) but not more than Two Hundred Thousand Pesos (P200,000.00) or both fine and imprisonment at the discretion of the court.

Sec. 13. Civil and Criminal Liability, Not Barred. - The finding of administrative liability under this Act shall not be a bar to the filing of criminal, civil or other related charges under existing laws arising from the same act or omission as herein enumerated.

Sec. 14. Administrative Jurisdiction. - The administrative jurisdiction on any violation of the provisions of this Act shall be vested in either the Civil Service Commission (CSC), the Presidential Anti-Graft Commission (PAGC) or the Office of the Ombudsman as determined by appropriate laws and issuances.

Sec. 15. Immunity; Discharge of Co-Respondent/Accused to be a Witness. - Any public official or employee or any person having been charged with another under this Act and who voluntarily gives information pertaining to an investigation or who willingly testifies therefore, shall be exempt from prosecution in the case/s where his/her information and testimony are given. The discharge may be granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: *Provided, That:*

(a) There is absolute necessity for the testimony of the respondent/accused-informant whose discharge is requested;

(b) There is no other direct evidence available for the proper prosecution of the offense committed, except the testimony of said respondent/accused-informant;



- (c) The testimony of said respondent/accused-informant can be substantially corroborated in its material points;
- (d) The responden/accused-informant has not been previously convicted of a crime involving moral turpitude; and
- (e) Said responden/accused-informant does not appear to be the most guilty.

Evidence adduced in support of the discharge shall automatically form part of the records of the investigation. Should the investigating body or court deny the motion or request for discharge as a witness, his/her sworn statement shall be inadmissible as evidence.

Sec. 16. *Implementing Rules and Regulations.* - The Civil Service Commission in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman and the Presidential Anti-Graft Commission (PAGC), shall promulgate the necessary rules and regulations within ninety (90) days from the effectivity of this Act.

Sec. 17. *Separability Clause.* - If any provision of this Act shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions of this Act.

Sec. 18. *Repealing Clause.* - All provisions of laws, presidential decrees, letters of instruction and other presidential issuances which are incompatible or inconsistent with the provisions of this Act are hereby deemed amended or repealed.

Sec. 19. *Effectivity.* - This Act shall take effect within fifteen (15) days following its publication in the *Official Gazette* or in two (2) national newspapers of general circulation.

Approved:

JOSE DE VENECIA JR.

Speaker of the House of Representatives

MANNY VILLAR

President of the Senate

This Act which is a consolidation of Senate Bill No. 2589 and House Bill No. 3776 was finally passed by the Senate and the House of Representatives on February 8, 2007 and February 20, 2007 respectively.

ROBERTO P. NAZARENO

Secretary General House of Representatives

OSCAR G. YABES

Secretary of Senate

Approved: JUN 02, 2007

GLORIA MACAPAGAL-ARROYO

President of the Philippines