

THE



REPUBLIKA NG PILIPINAS
 Republic of the Philippines
 PAMANTASANG NORMAL NG PILIPINAS
 Philippine Normal University
 ANG PAMBANSANG SENTRO NG EDUKASYONG PANGGURO
 The National Center for Teacher Education
 Mindanao

OFFICE OF STUDENT AFFAIRS AND STUDENT SERVICES CITIZEN'S CHARTER

1. Title of Frontline Service

Schedule of Availability

:Filing of Complaint Against a Student/s

: OSASS Head: MTh1:30-3:00 4:30-6:00 TF 10:30-12:00 1:00-1:30 W 8:00-12:00

MTh10:30-11:30 12:30-3:00 TF 11:30-12:15 2:00-5:45 W 8:30-10:30; 12:30-3:30

Guidance Counselor-Designate MTh (Q3) 8:30-10:30 (Q4) 9:00-10:30 1:00-3:00; 4:30-6:00
 TF (Q3) 8:00-9:00 10:30-12:00 W 9:00-12:00

Key Person

Who may avail of the service

What are the requirements

: Head, OSASS/Guidance Counselor -Designate

:Anyone aggrieved or offended by a student/s

:-Accomplished Incident Report Form also referred to as complaint form.

-Full name of the student complained of & full name of person complaining;

-A narration of relevant facts on the offense allegedly committed by the student complained of;

-Evidence and testimony of witness/es

Duration

:50 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Orally report complaint to the Office of Student Affairs & Services	Discuss complaint with complainant and gives Logbook to document complaint	10 minutes	Guidance Counselor Designate	None	Logbook
2	Accomplish & submit Incident Report Form	Receive accomplished Incident Report Form Release of call slip for concerned person	5 minutes	Guidance Counselor Designate	None	Incident Report Form/ call slip

3	Confirm venue, date & time of fact-finding dialogue/hearing to be conducted.	Inform complainant on venue, date and time of dialogue /hearing	5 minutes	OSASS Head Director, OSASS	None	Notice of Dialogue/hearing
4	Attend dialogue/hearing	Conduct dialogue/hearing	30 minutes	OSASS Head/ Guidance Counselor Designate Director, OSASS	None	Minutes of dialogue/hearing
		END OF TRANSACTION				

2. Title of Frontline Services
Schedule of Availability

: Filing of Admission Slip for Absenteeism and Mass Absences

: OSASS Head: MTh1:30-3:00 4:30-6:00 TF 10:30-12:00 1:00-1:30 W 8:00-12:00
 Guidance Counselor-Designate Mth (Q3) 8:30-10:30 (Q4) 9:00-10:30 1:00-3:00; 4:30-6:00
 TF (Q3) 8:00-9:00 10:30-12:00 W 9:00-12:00

Key Person

:Head, OSASS. Guidance Counselor -Designate

Who may avail of the service

:Anyone aggrieved or offended by a student/s

What are the requirements

:Accomplished Incident Report Form also referred to as complaint form, Full name of the student complained of & full name of person complaining, A narration of relevant facts that show the offense allegedly committed by the student complained of and Evidence and testimonies of a witness/es

Duration

: 12 minutes; **15 minutes**

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	See the OSASS personnel for the Form	Fill out the form	1 minute	OSASS Head Director, OSASS	None	Admission Letter form
2	Have it signed by the Instructor for acceptance of the reason of being absent	Signing of admission letter form	1minute	Instructor	None	Admission Letter form
3	Submit the form to OSASS and undergo counseling	Counseling	5 minutes	Guidance Counselor Designate	None	Accomplished Application Form
4	Recording of the case	Accepts payment of fees	2 minutes 5 minutes	Cashier	None	Official Receipt
5	Issuance of admission slip		3 minutes	OSASS Head Director, OSASS		Admission Slip
		END OF TRANSACTION				

3. Title of Frontline Services : **Signing of Permits for Activities / Clearance**
Schedule of Availability : MTh1:30-3:00 4:30-6:00 TF 10:30-12:00 1:00-1:30 W 8:00-12:00
Key Person :Head, OSASS
Who may avail of the service :Students
What are the requirements : General Plan of Action/Clearance
Duration : 5 minutes
How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Present General Plan of Action to OSASS Staff/Clearance	Reads and signs the document	5 minutes	OSASS Head Director, OSASS	None	General Plan of Action/Clearance
		END OF TRANSACTION				

4. Title of Frontline Services : **Accreditation of Clubs**
Schedule of Availability : MTh1:30-3:00 4:30-6:00 TF 10:30-12:00 1:00-1:30 W 8:00-12:00
Key Person :Head, OSASS
Who may avail of the service :Students
What are the requirements : General Plan of Action, copy of constitution and by-laws, list of members and set of officers
Duration : 16 minutes; 12 minutes
How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Read announcement on the start of accreditation	Post announcement on the start of accreditation 2 weeks before the deadline	1 minute	OSASS Head Director, OSASS	None	Announcement
2	Submit duly accomplished form of General Plan of Action, copy of	Receive and scrutinize documents submitted	15 minutes 10 minutes	OSASS Head Director, OSASS	None	General Plan of Action, copy of constitution and

	constitution and by-laws, list of members and set of officers					by-laws, list of members and set of officers
3	Read announcement	Post list of accredited clubs	1 minute	OSASS Head Director, OSASS	None	List of accredited clubs
		END OF TRANSACTION				

5. Title of Frontline Services : **Counseling / Consultation**
Schedule of Availability : OSASS Head: MTh1:30-3:00 4:30-6:00 TF 10:30-12:00 1:00-1:30 W 8:00-12:00
Guidance Counselor-Designate Mth (Q3) 8:30-10:30 (Q4) 9:00-10:30 1:00-3:00; 4:30-6:00
TF (Q3) 8:00-9:00 10:30-12:00 W 9:00-12:00
Key Person : OSASS Head /Guidance Counselor –Designate
Who may avail of the service :Students
What are the requirements :Personal appearance
Duration : 17 minutes; **15 minutes**
How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Personally go to the OSASS	Entertain the student	1 minute	OSASS Head/ Guidance Counselor Designate Director, OSASS	None	None
2	Talk to the Guidance Counselor	Record important details in the logbook and give recommendations	15 minutes 13 minutes	OSASS Head/ Guidance Counselor Designate Director, OSASS	None	Logbook
3	Sign in the logbook	Ask for signature of student in the logbook	1 minute	OSASS Head/ Guidance Counselor Designate Director, OSASS	None	Logbook

		END OF TRANSACTION				
--	--	---------------------------	--	--	--	--

6. Title of Frontline Services

Schedule of Availability

: **Application to be a Student Assistant**

: OSASS Head: MTh 1:30-3:00 4:30-6:00 TF 10:30-12:00 1:00-1:30 W 8:00-12:00

Guidance Counselor-Designate Mth (Q3) 8:30-10:30 (Q4) 9:00-10:30 1:00-3:00; 4:30-6:00
TF (Q3) 8:00-9:00 10:30-12:00 W 9:00-12:00

Key Person

: OSASS Head /Guidance Counselor –Designate

Who may avail of the service

: Students

What are the requirements

: Application letter, parent's consent, certification of grades, schedule of classes

Duration

: 9 days

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Read announcement	Post announcement on vacancy of Student Assistant	7 days	OSASS Head Director, OSASS	None	Announcement
2	Submit application letter, parent's consent, certification of grades, schedule of classes and interview with the requesting officer	Accept application letter, screen all the applicants and submit endorsement letter to the Deputy Director for Administration, Finance and Development - Director for Finance and Administration	1 day	OSASS Head Director, OSASS	None	Application letter, parent's consent, certification of grades, schedule of classes
3	Get copy of Memorandum	Get a copy of memorandum from the Deputy Director for Administration, Finance and Development - Director for Finance and Administration and inform the student	1 day	OSASS Head Director, OSASS	None	Memorandum
		END OF TRANSACTION				

Prepared by:

SOPHIA L. BELARMINO
Director, OSASS

Recommending Approval:

VIVINIA B. DAUG
Dean for Academics

Approved by:

ADELYNE M. COSTELO-ABREA
Executive Director and Provost