



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
 Agusan Campus

REGISTRAR/ADMISSIONS OFFICE CITIZEN'S CHARTER

1. Title of Frontline Service	:Admission in the Undergraduate
Schedule of Availability of Service	:As per Admission Test Schedule
Contact Person	:Office of Admissions/Registrar
Who may avail of the service?	:Incoming Freshmen/Transferee
What are the Requirements	:Application Form, Photocopy of high school report card (no grade lower than 80), 2 pcs 2x2 picture, pencil no 2 (for transferees: additional requirement of certificate of honorable dismissal and Transcript of Records for evaluation), proper attire, ball pen
Duration	:5 hours & 10 minutes 4 hours & 59 minutes
Fees/Charges	:PNUAT Fee P350.00
How to avail of the service?	

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Secure Application Form for Admission Test and submit documents	Issue Application Form	1 minute 5 minutes	Registrar Staff	None	Application Form, Photocopy of high school report card (no grade lower than 80), 2 pcs 2x2 picture, pencil no 1 (for transferees: additional requirement of certificate of honorable dismissal and Transcript of Records for evaluation)
2	Pay PNU Admission Test Fee	Receive payment and issue Official Receipt	3 minutes	Cashier	P350.00	Official Receipt
3	Take the PNU Admission Test	Administer Test	3 hours	Proctor	None	Admission Test Booklet

4	Get results of the test (1-2 months after the exam)	Posting of results at the bulletin board, website or through phone call	3 minutes	Registrar	None	None
5	For passers of the PNUAT attend to interview and medical/dental exam	Interview and conduct medical/dental exam passers of the PNU Admission Test	2 hours 1 hour, 45 minutes	Faculty, Nurse, Dentist	None	Proper attire and ball pen
6	Get results of the interview (2 weeks before enrolment)	Posting of results at bulletin board, website or through phone call	3 minutes	Registrar	None	None
		END OF TRANSACTION				

2. Title of Frontline Service : **Enrolment of Undergraduate Freshmen**
Schedule of Availability of Service : As scheduled in the University Calendar, 8:00 am - 5:00 pm
Contact Person : Office of Admissions/Registrar
Who may avail of the service? : Incoming Freshmen
What are the Requirements : Notice of Admission & Original Documents asked during Admission Test
Duration : 45 minutes; **40 minutes**
Fees/Charges:

For Undergraduate Students		OTHER FEES	
Tuition Fee (25 units)	890.00	Insurance	100.00
Registration	150.00	University ID	150.00
Library	150.00	Laboratory per subject	75.00
Athletics	75.00	Computer Dev't. per subject	200.00
Cultural	75.00	Late Registration	200.00
Medical & Dental	150.00		
PWEBSS Fee	200.00		
Torch	100.00		
Student Government Fee	50.00		
SCUAA	100.00		
NSTP	52.50		
Total	1,992.50		

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Submit required documents	Accept documents	2 minutes 5 minutes	Registrar Staff	None	Highschool card, Certification of good moral character, NSO authenticated birth certificate
2	Register at the kiosk (If scholar see first the scholarship coordinator)	Online registration at PWEBSS	2 minutes 10 minutes	None	None	None
3	Pay fees	Accept payment of fees and issue Official Receipt	5 minutes	Cashier	Computed based on study load	Official Receipt
4	Claim registration form	Issues registration form	2 minutes 5 minutes	Registrar Staff	None	Registration Form
5	Picture taking for University ID and accomplish ID form	Take picture and make ID	15 minutes	IT In-charge	Part of Step 3	ID Form

6	Claim validated University ID	Issue validated University ID	2 minutes 5 minutes	Registrar	None	Validated University ID
		END OF TRANSACTION				

**The 28 minutes processing time is for one or two clients being served at one time. The time is extended when there are more clients.

3. Title of Frontline Service : **Enrolment of Sophomore to Senior Students**
Schedule of Availability of Service : As scheduled in the University Calendar, 8:00 am - 5:00 pm
Contact Person : Office of Admissions/Registrar
Who may avail of the service? : Regular Sophomore to Senior Students
What are the Requirements : Old University ID
Duration : 9 minutes; 15 minutes
Fees/Charges : Computed based on study load
How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Register at the kiosk (If scholar see first the scholarship coordinator)	Online registration at PWEBSS	2 minutes 5 minutes	None	None	None
2	Pay fees	Accept payment of fees and issue Official Receipt	5 minutes	Cashier	Computed based on study load	Official Receipt
3	Claim registration form & validated ID	Issues registration form & validated ID	2 minutes 5 minutes	Registrar Staff	None	Registration Form
		END OF TRANSACTION				

**The 9 minutes processing time is for one or two clients being served at one time. The time is extended when there are more clients.

4. Title of Frontline Service : **Enrolment of Undergraduate Irregular/Re-Admitted Students**
Schedule of Availability of Service : As scheduled in the University Calendar, 8:00 am - 5:00 pm
Contact Person : Office of Admissions/Registrar/Department Heads
Who may avail of the service? : Undergraduate Irregular/Re-admitted Students
What are the Requirements : Old University ID, Approved letter for re-admission
Duration : 25 minutes; 43 minutes
Fees/Charges : Computed based on study load
How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
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1	Choose courses to be taken and the class schedule prepared by the Registrar	Review courses chosen	5 minutes 20 minutes	Department Head Registrar	None	Pre-registration Form
2	Secure approval of the courses and schedules	Approve the courses and schedules	5 minutes	Department Head Registrar	None	Pre-registration Form
3	Enlist subjects & schedules	Encode subjects and schedules	5 minutes	Registrar Staff Registrar /Staff	None	Pre-registration Form
4	Register at the kiosk (If scholar see first the scholarship coordinator)	Online registration at PWEBSS	3 minutes	None	None	None
5	Pay fees	Accept payment of fees and issue Official Receipt	5 minutes	Cashier	Computed based on study load	Official Receipt
6	Claim registration form & validated ID	Issues registration form & validated ID	2 minutes 5 minutes	Registrar Staff	None	Registration Form
		END OF TRANSACTION				

**The 43 minutes processing time is for one or two clients being served at one time. The time is extended when there are more clients.

6. Title of Frontline Service :Enrolment of CTP and Graduate Programs
Schedule of Availability of Service :As scheduled in the University Calendar, 8:00 am - 5:00 pm
Contact Person :Office of Admissions/Registrar/Department Heads
Who may avail of the service? :CTP and Graduate Office
What are the Requirements :Old University ID
Duration :25 minutes; 33 minutes
Fees/Charges : Computed based on study load

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Choose courses to be taken and the class schedule prepared by the Registrar	Review courses chosen	5 minutes	Department Head	None	Pre-registration Form
2	Secure approval of the courses and schedules	Approve the courses and schedules	5 minutes	Department Head	None	Pre-registration Form
3	Enlist subjects & schedules	Encode subjects and schedules	5 minutes 10 minutes	Registrar Staff	None	Pre-registration Form
4	Register at the kiosk (If scholar see first the scholarship coordinator)	Online registration at PWEBSS	3 minutes	None	None	None
5	Pay fees	Accept payment of fees and issue Official Receipt	5 minutes	Cashier	Computed based on study load	Official Receipt
6	Claim registration form & validated ID	Issues registration form & validated ID	2 minutes 5 minutes	Registrar Staff	None	Registration Form
		END OF TRANSACTION				

7. Title of Frontline Service : **Issuance of Documents**
Schedule of Availability of Service : Mondays – Fridays 8:00AM – 5:00PM
Key Person : Campus Registrar
Who may avail of the service? : Graduate and Undergraduate Students, Alumni, Companies, etc.
What are the Requirements : General Clearance (for first timer, particularly the TOR and the Diploma), Affidavit of Loss, for Securing Duplicate Diploma, Affidavit for Correction of Name / Birthday, Authorization Letter, Photocopy of Marriage Contract for Married Students and Documentary Stamps (for TOR and Diploma)

Duration : Transcript of Records= 15 min to 2 days; **39 minutes to 2 days**
 Certification/Authentication/Verification/Transfer credentials/Evaluation/General Weighted Average (GWA)= 15min

Fees/Charges:	Transcript / per page-Baccalaureate	100.00
	Transcript / per page-CTP / Masteral	500.00
	Diploma Certificate-Baccalaureate	100.00
	Diploma Certificate-CTP / MA	500.00
	Certification / Authentication per page	50.00
	Detailed Description of Subject	50.00
	Graduation Fee	500.00
	Library Fee (outsiders)	100.00
	Documentary Stamp	20.00

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Secure Application Form for documents	Issue Application Form Check Students envelope for existing document then issue application form	1 minute 10 minutes	Registrar Staff	None	Application for documents
2	Fill-out Application Form	Check entries of applicant's information	2 minutes	Registrar Staff	None	Application for documents

3	Proceed to the Accounting Office for General Clearance	Issue General Clearance	20 minutes	Accounting, Library and Office of Student Affairs Staff	None	General Clearance Form
4	Pay Fees	Accept payment and issue Official Receipt	3 minutes 5 minutes	Cashier	None	Official Receipt
5	Return on scheduled date/time of release & sign on the logbook	Release documents requested	2 minutes	Registrar Staff	None	Final copy of documents, logbook
		END OF TRANSACTION				