

REGISTRAR SERVICES

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge *On Rotation Basis	Fees	Form/Document/s of Applicant
1	Pay Tuition & Miscellaneous fees at the Cashier's Office	Accepts payment for enrolment	3 min.	Cashier	Computed based on number of units taken	Official Receipt of Payment
2	Proceed to the Office of the Registrar	Print and Issues Registration Form	3 min.	Registrar's Office Staff	None	Registration Form
END OF TRANSACTION			Total No. of Minutes	6 minutes		

Services : Enrolment of Undergraduate Regular Students

Schedule of Availability of Service : As scheduled in the University Calendar, 8:00 am - 5:00 pm

Key Person/s : Registrar's Office Staff

Who may avail of the service : Undergraduate Regular Students

What are the requirements?	Clearance
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Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge <small>*On Rotation Basis</small>	Fees	Form/Document/s of Applicant
1	Pay Tuition & Miscellaneous fees at the Cashier's Office	Accepts payment for enrolment	3 min.	Cashier	Computed based on number of units taken	Official Receipt of Payment
2	Proceed to the Office of the Registrar	Get the Clearance, issues Registration Form and stamps Student's Copy with "Registered"	3 min.	Registrar's Office Staff	None	Registration Form
END OF TRANSACTION Total No. of Minutes - 6 minutes						

Services	: Enrolment of Undergraduate Irregular/Readmitted Students
Schedule of Availability of Service	: As scheduled in the University Calendar, 8:00 am - 5:00 pm
Key Person/s	: Registrar
Who may avail of the service	: Undergraduate Irregular/Readmitted Students
What are the requirements?	Clearance; Certificate of Readmission (for re-admitted students)

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge *On Rotation Basis	Fees	Form/Document/s of Applicant
1	See the Registrar for evaluation/enlistment of subjects to be taken	Evaluates student's records/file	5 min.	Registrar	None	Evaluation Sheet
2	Pay Tuition and Miscellaneous fees at the Cashier's Office	Accepts payment for enrolment	3 min.	Cashier	Computed based on number of units taken	Official Receipt of Payment
3	Proceed to the Office of the Registrar	Get the Clearance, issues Registration Form and stamps Student's Copy with "Registered"	3 min.	Registrar's Office Staff	None	Registration Form
END OF TRANSACTION Total No. of Minutes 11 minutes						

Services : Enrolment in CTP/Post-Baccalaureate and Graduate (Master's/Doctorate) Programs
Key Person/s : Registrar
Schedule of Availability of Service : As scheduled in the University Calendar, 8:00 am - 5:00 pm
Who may avail of the service : CTP/Post Baccalaureate and Graduate Students
What are the requirements?
For Old/Continuing Students: Clearance
For New Students: Certificate of Admission; Honorable Dismissal; Transcript of Records; 1 pc. 2x2 Picture; 1 pc. Folder

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge *On Rotation Basis	Fees	Form/Document/s of Applicant
1	For returning student, go to the Associate Dean's Office for advising . For continuing student, proceed to Step 2	Advice and approves courses to be taken	5 min.	Associate Dean (Graduate School)	None	
2	Proceed to the Office of the Registrar for enlistment of subjects to be taken	Enlists subjects to be taken	3 min.	Registrar's Office Staff	None	
3	Pay tuition and miscellaneous fees at the Cashier's Office	Accepts payment for enrolment	3 min.	Cashier	Computed based on the number of units taken	Official Receipts of Payment
4	Proceed to the Office of the University Registrar	Print and Issues Registration Form	3 min.	Registrar's Office Staff	None	Registration Form
END OF TRANSACTION Total No. of Minutes - 14 minutes						

Services : Filing of Application for Documents

Schedule of Availability of Service	: Monday to Friday, 8:00 am - 5:00 pm
Key Person/s	: Registrar's Office Staff
Who may avail of the service	: Interested Applicants
Requirements	: Accomplished Application Form; Clearance; General Clearance (for new graduates only) Receipt of Payment for Document/s Applied for

Applicants may apply for the issuance of the following documents:

1. Transcript of Records: Graduate (G); CTP/Post-Baccalaureate; Undergraduate (UG)
2. Honorable Dismissal/Transfer Credential (with TOR)
3. Certification: Completion of Academic Requirements (CAR); Detailed Description of Courses; English as the Medium of Instruction; Enrolment; Exemption from Special Order of Graduation (S.O.); General Weighted Average (GWA); Grades; Graduation; Units Earned
4. CAV (Certification, Authentication, and Verification of Documents)
5. Diploma Duplicate
6. Authenticated Documents/s (TOR, Diploma)
7. Checklist of Courses (Undergraduate Level)
8. Completion of Grades
9. Permit to Study
10. Withdrawal of Courses
11. Form 137 (CTL)

Requirements:

For Duplicate Diploma:

- Notarized Affidavit of Loss
- Documentary Stamp (for Diploma)

For CAV (Certification, Authentication and Verification of Documents)

- Original (to be returned) and Photocopy of Documents (for authentication)
- Documentary Stamp (for Certification)

For Authentication of Documents

- Original (to be returned) and Photocopy of Documents

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge *On Rotation Basis	Fees	Form/Document/s of Applicant
1	Secure and fill-out Application form for document/s	Issues and checks Application Form for Document/s Checks records/file of student for verification	10 min.	Registrar's Office Staff	None	Application for Document/s
2	Pay corresponding fees at the Cashier's Office and secure clearance	Accepts payment for document/s requested	2 min.	Cashier	Computed based on type of documents and number of copies applied for (Refer to the Schedule of Fees from the Accounting Office)	Official Receipt Application for Document/s
3	File the Application Form at the Office of the Registrar and get Claim Stub	Checks entries in the Application Form, making sure that the O.R. and the Clearance Form duly signed by all authorities concerned are attached and that documentary stamps are provided for TOR and Diploma applications	2 min.	Registrar's Office Staff	None	Application for Document/s with Clearance Form and O.R. Claim Stub
<p style="text-align: center;">END OF TRANSACTION Total No. of Minutes – 14 minutes</p>						

Services

: Issuance of Permit to Study, Correction of Name/Birth Date and Change of Family Name

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

Key Person/s : Registrar’s Office Staff

Who May Avail of the Service : Graduate and Undergraduate Students, Alumni, Schools, Companies, Foreign and Local Evaluators

What are the Requirements?

For Permit to Study

- Permit to Study form the Division Office Concerned

For Correction of Name/Birth Date:

- Original (to be returned) and Photocopy of Birth Certificate Issued by NSO
- Joint Affidavit of two disinterested persons
- Notarized affidavit on Correction of Name/Birth Date

For Change of Family Name (for Female Married Students):

- Letter of Request
- Original (to be returned) and Photocopy of Marriage Contract
- Court Order on Annulment of Marriage (if applicable)

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge *On Rotation Basis	Fees	Form/Document/s of Applicant
1	Go to the Registrar’s Office and submit the required document/s	Checks and processes application	5 min.	Registrar’s Office Staff	None	Requirements for the document/s applied for
		END OF TRANSACTION	Total No. of Minutes	5 minutes		

Services : **Processing and Releasing of Document/s Applied For**
Schedule of Availability of Service : Monday to Friday - 8:00 am – 5:00 pm
Key Person/s : Registrar's Office Staff
Who May Avail of the Service : Graduate and Undergraduate Students, Alumni, Schools, Companies, Foreign and Local Evaluators who filed Application for Document/s

Step	Applicant /Client	Service Provider	Duration of Activity	Person In-Charge *On rotation basis	Fees	Form/Document/s of Applicant
1.	Processing of documents/s Applied for	Document/s applied for are processed immediately After filing of application Subject to retrieval of Individual record envelopes		Registrar's Office Staff		

Documents	Duration of Processing
Undergraduate Transcript of Records MIS (Available on Database, Year 2012 onward) - Old (for re-encoding and rechecking)	3 working days (for reissuance)* 5 working days (for first request)* 5 working days*
Graduate Transcript of Records	5 working days*
CTP Transcript of Records	5 working days*
Honorable Dismissal/Transfer Credential (with TOR)	5 working days*
Duplicate Diploma	5 working days*
Certification	1 working day*
Detailed Description of courses	2 working days*
Permit to Study	30 minutes*
Authentication	30 minutes*

2.	Present Claim Stub at the Office of the Registrar on the scheduled date of release	Releases the document/s being requested Asks the applicant to sign in the Logbook	5 min.	Registrar's Office Staff	None	Claim Stub Document/s applied for
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End of Transaction



PHILIPPINE NORMAL UNIVERSITY VISAYAS
The National Center for Teacher Education
Cadiz City, Negros Occidental

CITIZENS' CHARTER

OSS

Title of Frontline Service : **Application for Scholarships/Grants**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Scholarship Coordinator, OSS
Clients for the Service : Applicants/Scholars/Grantees
What are the Requirements : GWA, Autobiography, Parent's Income Tax Return (ITR)

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider	Duration	Person in Charge	Form/ Document
1	Submit requirements*	Checks completeness of documents	15 min.	OSS staff	GWA, Autobiography, Parent's ITR
2	Submit oneself for interview, if necessary	Interviews student applicant if necessary and prepares list of qualified applicants for recommendation to donors	5-10 days	Scholarship Coordinator	GWA, Autobiography, Parent's ITR
3	Check result of application posted at OSS Bulletin Board	Informs recipients of scholarships	1 working day after receiving final list from donors	Scholarship Coordinator/ OSS Staff	List of Scholars
END OF TRANSACTION – 11 days and 15 minutes					

*varies according to Scholarship donor

Title of Frontline Service : **Issuance of Certificate of Good Moral Character**
Schedule of Availability of Service : MTH, 8:00-9:00;12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00;12:00-1:00; 4:00:5:30
Key Person : Director, Office of Student Services
Clients for the Service : Students/ Alumni
Requirements : Official Receipt of Payment
Fee/Charge : P 65.00

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Proceed to Cashier's Office to pay the fee for Certificate of Good Moral	Accepts payment and issues Official Receipt (OR)	3 min.	Cashier's Office Staff	
2	Present the Official Receipt to the OSS	Receives receipt	3 min.	OSS Staff	Official Receipt
3	Get the schedule of the release of document	Signs Certificate of Good Moral	10 min.	OSS Director	Certificate of Good Moral Character
4	Claim the Certificate of Good Moral Character	Issues Certificate of Good Moral Character	10 min.	OSS Staff	Certificate of Good Moral Character
END OF TRANSACTION – 26 minutes					

Title of Frontline Service : **Handling of Complaints Against Students/Faculty**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Director, Office of Student Services
Clients for the Service : Student/ Faculty complainant
What are the Requirements : A narration of relevant facts that show the offense allegedly committed by the student/faculty member complained about; Evidence and testimonies of witnesses

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1.	Submit oral report of complaint to the Office of Student Services	Discusses complaint with the complainant and records complaint on the Logbook for documentation	1 hour	OSS Director	Logbook
3.	Confirm venue, date & time of dialogue/hearing/ fact-finding to be conducted	Informs complainant of the venue, date and time of dialogue/hearing	1 hour	OSS Director	Notice of Dialogue/ Hearing
4.	Attend dialogue/ hearing	Conducts dialogue/hearing and works for resolution of complaint	1 day	OSS Director	Logbook
5.	Await recommendation of the counselor/authority	Makes recommendation to the authority for appropriate action	1 hour	OSS Director	Decision
END OF TRANSACTION – 1 day and 3 hours					

Title of Frontline Service : **Request for Exemption from Wearing School Uniform**
Schedule of Availability : **MTH 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00:5:30**
Key Person : Director, Office of Student Services
Clients for the Service : Undergraduate Students
Requirements : Letter of Request
Duration : 1 ½ hours
Fee Charged : None

Procedure to avail of the service

	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Submit Letter of Request for exemption from wearing school uniform	Receives Letter of Request	10 minutes	OSS Staff	Letter of Request
2	Report to OSS Director for interview	Evaluates letter of request and conducts interview	1 hour	OSS Director	Letter of Request
3	Await decision of OSS Director	Takes action on the letter of request	15 mins	OSS Director	Approved Letter of request
END OF TRANSACTION – 1 hour and 25 minutes					

Title of Frontline Service : **Request for New ID**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Director, Office of Student Services
Clients for the Service : Students with lost/ defaced ID Cards
What are the Requirements : Old ID Card, Affidavit of Loss
Fee Charged : P 150.00

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Present to OSS old ID Card	Receives old ID Card	3 minutes	OSS Staff	Old ID Card
2	For Lost ID Card: Submit a duly notarized Affidavit of Loss to OSS	Files Affidavit of Loss	3 minutes	OSS Staff	Affidavit of Loss
3	Pay fee at the Cashier for new ID Card	Receives payment and issues official receipt	10 minutes	Cashier	Official receipt
4	Submit accomplished Personal Information Slip to ID Maker (Infopress)	Receives accomplished Personal Information Slip and takes picture of student	10 minutes	ID maker Staff (Infopress)	Personal Information Sheet
5	Claim New ID Card from the Office of Student Services	Releases new ID Card	1 week	ID maker Staff (Infopress)	Official ID Card
END OF TRANSACTION – 1 week and 26 minutes					

Title of Frontline Service : **Filing of Leave of Absence**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00:5:30
Key Person : Director, Office of Student Services
Clients for the Service : Undergraduate and Graduate Students
What are the Requirements : Leave of Absence Form

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Fill out Leave of Absence (LOA) Form in triplicate and confer with a Guidance Counselor	Confers with the student about his/her desire to go on leave, signs the LOA and returns it to the student	1 hour	Guidance Counselor, OSS Director	Leave of Absence Form
2	Claim signed LOA Form and get the signature of the Class Adviser, Dean for Academics and Registrar	Approves and signs accomplished Leave of Absence (LOA) Form	3 min./ person	Class Adviser, Dean for Academics, Registrar	Leave of Absence Form
3	Submit a copy of the signed LOA Form to OSS and Registrar	Receives and compiles the signed LOA Form	2 min.	OSS Staff, Registrar's Office Staff	Leave of Absence Form
END OF TRANSACTION – 1 hour and 5 minutes					

Title of Frontline Service : **Filing for Authorized Withdrawal of Subjects**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Director, Office of Student Services/ Registrar
Clients for the Service : Students
What are the Requirements : Authorized Withdrawal Form

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Request copy of the Authorized withdrawal (AW) Form from the Registrar's Office	Issues AW Form	5 min.	Registrar	AW Form
2	Seek advice of Guidance Counselor	Counselor confers with the student about his/her request to drop courses	1 hour	Guidance Counselor	AW Form
3	Get the signature of professor/s concerned for official withdrawal of courses	Receives the accomplished AW Form duly signed by the professor/s concerned	1 day	Faculty concerned	AW Form
4	Submit AW Form to the Registrar's Office	Receives AW Form for signature	10 min.	Registrar's Office	AW Form
5	Claim the copies of Signed AW Form from the Registrar	Files Dropping Form	5 minutes	Registrar's Office	AW Form
6	Submit one copy of the AW Form to OSS	Receives and compiles the AW Form of student	3 min.	OSS and Registrar's Office	AW Form
END OF TRANSACTION – 1 day and one hour and 23 minutes					

Title of Frontline Service : **Validation of ID Card**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00:5:30
Key Person : Director, Office of Student Services
Clients for the Service : Students/ Per Class *
What are the Requirements : List of Students with their Signature

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Fill in their name and sign in the logbook	Checks the number of students per class	17 min.	OSS Staff	Logbook
2	Claim the validation stickers for the ID	Releases the validation stickers for the ID	3 min.	OSS Staff	Validation Stickers
END OF TRANSACTION – 20 minutes					

Title of Frontline Service : **Issuance of Permit to Hold an Activity**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Director, Office of Student Services
Clients for the Service : Students
What are the Requirements : Letter from Authority/ Program

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Secure Permit to Hold an Activity	Issues Permit to Hold an Activity Form	3 min.	OSS Staff	Permit to Hold an Activity Form
2	Accomplish and submit to OSS Permit to Hold an Activity with letter/ program duly signed by the adviser and Department Head	Receives accomplished form, evaluates the program and signs the permit if approved	20 min.	OSS Director	Permit to Hold an Activity Form
3	Claim the signed permit	Returns the signed permit to student	3 min.	OSS Staff	Permit to Hold an Activity Form
END OF TRANSACTION – 26 minutes					

Title of Frontline Service : **Application for Student Assistantships**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Director, Office of Student Services
Clients for the Service : Students
What are the Requirements : Student Application Form, Good Moral Certificate, Photocopy of Grades and Parent's Income Tax Return (ITR)
Duration : 3 days and 50 minutes

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Fill out Application Form for Student Assistantship at OSS	Issues an Application Form for Student Assistantship	20 minutes	OSS Staff	Application Form for Student Assistantship
2	Submit accomplished Application Form for Student Assistantship at OSS	Evaluates student's qualifications	30 min.	OSS Director	Application Form for Student Assistantship
3	Await for the result of application	Prepares a list of successful applicants and submits it to the Executive Director and Provost through the HRMO for approval	3 days	OSS Director	List of Student Assistants
END OF TRANSACTION – 3 days and 50 minutes					

Title of Frontline Service : **Posting of Advertisements and Announcement**
Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person : Director, Office of Student Services
Clients for the Service : Student Organizations, Other Schools/ Stakeholders
What are the Requirements : Poster

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Present Advertisement or Announcement to the OSS	Evaluates the poster	10 min.	OSS Director	Poster
2	Await the approval for posting	Stamps poster, advertisement or announcement	3 min.	OSS Staff	Poster
3	Claim approved poster and sign in the logbook	Returns approved posters to representative/s of student organizations	3 min.	OSS Staff	Poster with stamp/logbook
END OF TRANSACTION – 16 minutes					

Title of Frontline Service : **Lost and Found Items**

Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30

Key Person : Director, Office of Student Services

Clients for the Service : Students

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1	Report to OSS Lost or Found & Claimed Items	Assists the student to log lost/found/claimed items	5 minutes	OSS Staff	Logbook
2	Sign Logbook	Records the Lost/Found and Claimed Items	3 minutes	OSS Staff	Logbook
END OF TRANSACTION – 8 minutes					

Title of Frontline Service : Application for Admission Test in the Graduate Programs (Master's and Doctorate)

Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30

Key Person : Director, Office of Student Services

Clients for the Service

- Graduate of Bachelor's Degree in Education for Master's Degree Programs
- Graduate of Bachelor's Degree with 18 units of Education for Master's Degree Programs (for Non-Education Graduates)
- Graduate of Master's Degree for Doctoral Programs

Requirements

1. a) Original Transcript of Records (TOR) of Bachelor's degree in Education
b) Original Transcript of Records (TOR) of Bachelor's Degree with 18 units of Education/ CTP (for non-education graduates)
2. Computed Grade Point Average (GPA) of 85%/ 2.0/B or better (for Master's) and 90%/1.75/B+ or better (for doctorate)
3. Photocopy of Marriage Contract for married women if TOR bears maiden name
4. Admission fee of P400 to be paid to the University Cashier
5. Two (2) copies of recent 1"x1" colored picture

Procedures to avail of the service

[illegible]

[illegible]

[illegible]

Title of Frontline Services	: Application for Admission Test in the Center for Teaching and Learning (CTL)
Schedule of Availability of Service	: MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1:00; 4:00-5:30
Key Person	: Director, Office of Student Services
Clients for the Service	: Incoming First Year High School Students, Kindergarten1 Pupils (Entry Grade Levels)
Requirements	

FIRST YEAR HIGH SCHOOL

1. Grade 6 Report Card – no grade lower than 85 in all subjects during the third quarter of the current school year (no grades below 80 in all subjects in the first two quarters)
2. Certificate of Good Moral Character with school seal from the Principal/Guidance Counselor
3. Certified True Copy of Birth Certificate; 4.Two copies of recent 1"x1" colored picture; 5.Entrance Examination Fee of P350.00

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration of Activity	Person in Charge	Fees	Form / document
1	Present admission requirements for evaluation	Evaluates admission requirements submitted by applicant	5 min. /applicant	OSS Director/Staff	None	Grade 6 Report Card
2	Get and fill out Application Form for Admission Test	Issues Application Form and attaches photocopy of requirements	20 min.	OSS Staff	None	Application Form for Admission Test
3	Pay the Admission Test Fee to the University Cashier's Office	Accepts payment of admission test fee and issues OR	5 min.	Cashier	P350.00	Official Receipt of payment
4	Submit OR and Application Form and Claim Test Permit	Issues Examination Permit, compiles accomplished form and records in the logbook	3 min.	OSS Staff	None	Examination Permit/Logbook
END OF TRANSACTION - 33 minutes						

KINDERGARTEN

1. Certified True Copy of Birth Certificate - Age – 5 years old
2. Two copies of recent 1"x1" colored picture
3. Entrance Examination Fee of P350.00

How to Avail of the Service:

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Fee	Form / document
1	Present admission requirements for evaluation	Evaluates admission requirements submitted by applicant	5 min. /applicant	OSS Director/Staff	None	Birth Certificate
2	Get and fill out Application Form for Admission Test	Issues Application Form and attaches photocopy of requirements	20 min.	OSS Staff	None	Application Form for Admission Test
3	Pay the Admission Test Fee to the University Cashier's Office	Accepts payment of admission fee and issues OR	3 min.	Cashier	P350.00	Official Receipt of payment
4	Submit OR and Application Form and Claim Test Permit	Issues Examination Permit, compiles accomplished form and records in the logbook	3 min.	OSS Staff	None	Examination Permit/Logbook
END OF TRANSACTION - 31 minutes						

Title of Frontline Services	: Administration of Admission Test Philippine Normal University Admission Test (PNUAT)
Schedule of Availability of Service	: MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1; 4:00:5:30
Key Person	: Director, Office of Student Services
Clients for the Service	: Qualified applicants in the Programs/Levels
Requirements	: Test Permit with picture and official receipt of payment
Time Duration of Examination	: 2.5 hours
Test Results Release	:

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration of Activity	Person in Charge	Fee	Form / document
1	Locate name in the master list of examinees posted on bulletin board in the main building or outside the testing room, (proctors also have a list of examinees) and present Test Permit to the Proctor	Verifies Test Permit and orients examinees on the guidelines for taking the test	20 min. /examinee	Proctor	None	Test Permit, List of Examinees
2	Take the Admission Test	Administers Admission Test as scheduled	2.5 hours	Proctor	None	Test Booklet, Answer Sheet
3	Return test materials to the Proctor after the test	Retrieves test materials	5 min.	Proctor	None	Test Booklet, Answer Sheet
4	Get schedule of release of test results	Informs examinee of the schedule of release of test results	5 min.	OSS Director/Proctor	None	Results of Admission Test
END OF TRANSACTION - 3 hours						

Title of Frontline Services	: Administration of Admission Tests (Center for Teaching and Learning Admission Test)
Schedule of Availability of Service	: MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1; 4:00:5:30
Key Person	: Director, Office of Student Services
Clients for the Service	: Qualified applicants in the Programs/Levels
Requirements	: Test Permit with picture and official receipt of payment
Time Duration of Examination	: 2 hours
Test Results Release	:
Procedures to avail of the service	:

Title of Frontline Services : Administration of Admission Tests

- **Graduate College Admission Test (GCAT)**

- **Certificate in Teaching Program (CTP)/Post Baccalaureate Specializations Admission Test**

Schedule of Availability of Service : MTH, 8:00-9:00; 12:00-1:00; 4:00-5:30; Wed. 8:00-12:00; TF, 8:00-9:00; 12:00-1; 4:00:5:30

Key Person : Director, Office of Student Services

Clients for the Service : Qualified applicants in the Programs/Levels

Requirements : Test Permit with picture and official receipt of payment

Time Duration of Examination : 2 hours

Test Results Release : 2 months after the test

Procedures to avail of the service

Step	Please Follow the Steps	Service Provider Action	Duration of Activity	Person in Charge	Fee	Form / document
1	Present Test Permit to the Proctor	Verifies Test Permit and orients examinees on the guidelines for taking the test	10 min./examinee	Proctor	None	Test Permit, List of Examinees
2	Take the Admission Test	Administers Admission Test as scheduled	2 hours	Proctor	None	Test Booklet, Answer Sheet
3	Return test materials to the Proctor after the test	Retrieves test materials	5 min.	Proctor	None	Test Booklet, Answer Sheet
4	Get schedule of release of test results	Informs examinee of the schedule of release of test results	5 min.	OSS Director /Proctor	None	Admission Test Results
END OF TRANSACTION - 2 hours and 20 minutes						

[illegible]



PHILIPPINE NORMAL UNIVERSITY VISAYAS

The National Center for Teacher Education
Cadiz City, Negros Occidental

CITIZENS' CHARTER

MEDICAL AND DENTAL SERVICES

Title of Frontline Services	: Physical and Medical Examinations
Schedule of Availability of Service	: Wednesday, Thursday and Friday (1:00-5:00 PM)
Key Person	: School Physician
Clients for the Service	: Students
Requirements	: Registration Form (for new students); ID (for old students)

Procedures to avail of the service

Step	Please follow the steps	Service Provider	Duration	Person in charge	Fee	Form/ Document
1	For Physical Exam: New Students Present ID or Registration Form	Inspects validity of presented ID/Document	1 min.	Nurse Aid	None	ID or Registration Form
2	Fill out and sign the Medical Information Sheet(MIS) (for new students only)	Guides patient in accomplishing MIS	3-5 min.	Nurse/ Nurse Aid	None	Accomplished MIS form
3	Submit chest x-ray result,	Records chest x-ray result	1 min.	Nurse/Nurse Aid	None	X-ray result
4	Submit oneself to measurement of weight, height, visual acuity, blood pressure, pulse rate and respiratory rate	Measures vital signs	5-10 min.	Nurse/Nurse Aid	None	Measurement of vital signs

5	Submit oneself to physical examination	Performs physical examination	5-10 min.	Physician/Nurse	None	Physical examination record
1	For Physical Exam: Old Students Present ID or Registration Form	Inspects validity of ID	1min.	Nurse Aid	None	Valid ID
2	Submit chest x-ray result	Checks and records chest x-ray result	1 min.	Nurse/Nurse Aid	None	X-ray result
3	Submit oneself to measurement of weight, height, visual acuity, blood pressure, pulse rate and respiratory rate.	Measures vital signs	5-10 min.	Nurse/Nurse Aid	None	Measurement of vital signs
4	Submit oneself to physical examination.	Performs physical examination	5-10 min.	Physician/Nurse	None	Physical examination record
END OF TRANSACTION Total No. of Minutes 40-50 minutes						

Title of Frontline Services	: Medical Services
Schedule of Availability of Service	: Wednesday, Thursday and Friday (1:00-5:00 PM)
Key Person	: School Physician
Clients for the Service	: Students, Faculty and Administrative Staff
Requirements	: ID

Procedures to avail of the service

Step	Please follow the steps	Service Provider	Duration	Person in charge	Fee	Form/ Document
1	For Medical Consultation: Present ID	Inspects validity of ID	1 min.	Nurse Aid	None	ID
2	Inform nurse aid on duty of reason for clinic visit	Records chief complaint	1 min.	Nurse Aid/Nurse	None	
3	Submit oneself to measurement of vital signs	Performs measurement of vital signs	3-5 min.	Nurse Aid/Nurse	None	Measurement of vital signs
4	Submit oneself to physical examination and/ or undergo treatment	Performs physical examination and / or apply treatment. Recommends further treatment, if necessary	20-30 min.	Physician	None	Physical Examination Record, prescription
END OF TRANSACTION30 Total No. of Minutes - 40 minutes						

Title of Frontline Services : Dental Services

Schedule of availability of service : Monday – Thursday, 3:00 am – 6:00 pm;

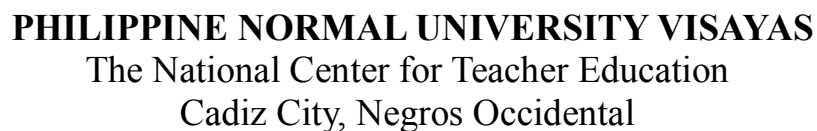
Key Person : School Dentist

Clients for the service : Students, Faculty and Administrative Staff

Requirements : Registration Form (for new students); ID (for old students)

Procedures to avail of the service

Step	Please follow the steps	Service Provider	Duration	Person in charge	Fee	Form/ Document
1	Present ID or Registration Form	Inspects validity of presented ID/Registration Form	1 min.	Nurse Aid	None	ID or Registration Form
2	If new student, fill out and sign the Dental Health Card (DHC), otherwise proceed to Step 3	Guides patient in accomplishing DHC	3-5 min.	Nurse Aid/Nurse	None	Accomplished Dental Health Card
3	Submit oneself to oral-dental examination and/or undergo dental treatment	Performs oral-dental examination and/or treatment: Tooth extraction	1-2 min. 10-15 min.	Dentist	None	
END OF TRANSACTION Total No. of Minutes - 20-30 minutes						



CASHIER'S OFFICE

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Document/s of Applicant
1	Present clearance at the Cashier's Office	Accept, verify and sign clearance	3 sec.	Cashier	None	Clearance
2	Pay enrolment fees at the Cashier's Office	Accept cash/check payment and issue corresponding Official Receipt	3 min.	Cashier	As shown in the assessment generated by PWEBSS	Official Receipt
3	Present Official Receipt at the Registrar's Office	Print out student's Certificate of Registration	3 min.	Registrar's Office Staff	None	Registration Form
END OF TRANSACTION Total No. of Minutes: 6 minutes and 3 seconds						

Service	:	Payment of Enrolment Fees
Schedule of Availability of Service	:	As scheduled in the University Calendar, 8:00 am - 5:00 pm (No Noon Break)
Who may avail of the service	:	CTL and Pre-School Pupils and Students
Key Person/	:	Cashier
What are the requirements?	:	CTL-GPTA Official Receipt

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Document/s of Applicant
1	Present Official Receipt of GPTA Fee at the Cashier's Office	Accept Official Receipt of GPTA Fee	1 sec.	Cashier	None	CTL-GPTA Official Receipt
2	Pay enrolment fees at the Cashier's Office	Accept cash/check payment and issues corresponding Official Receipt	3 min.	Cashier	As shown in the assessment generated by PWEBBS	Official Receipt
3	Present Official Receipt at the Registrar's Office	Print out student's Certificate of Registration	3 min.	Registrar's Office Staff	None	Certificate of Registration
END OF TRANSACTION Total No. of Minutes - 6 minutes and 1 second						

What are the requirements? : Application for Records/Request Slip

[illegible]

Service	: Payment of Other School Fees (Completion Form, Prospectus, Good Moral Certification, etc.)
Schedule of Availability of Service	: School Days, 8:00 am - 5:00 pm (No-Noon Break)
Who may avail of the service	: Enrolled Students (Pre-School, CTL, College, CTP, Graduate School), Graduates and Quitters
Key Person/s	: Cashier
What are the requirements?	: School ID or Certificate of Registration

[illegible]

Service	: Payment of Other Fees (Rental, Purchase, etc.)
Schedule of Availability of Service	: School Days, 8:00 am - 5:00 pm (No-Noon Break)
Who may avail of the service	: Outsiders/Non-PNUans
Key Person/s	: Cashier
What are the requirements?	: Any identification or Name written on a piece of paper

[illegible]

Service	: Release of Scholarship Grants/Refund
Schedule of Availability of Service	: School Days, 8:00 am - 5:00 pm (No-Noon Break)
Who may avail of the service	: Enrolled Students (Pre-School, CTL, College, CTP, Graduate School), Graduates and Quitters
Key Person/s	: Cashier
What are the requirements?	: Certificate of Registration

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Document/s of Applicant
1	Present identification to the Cashier	Receive Certificate of Registration	3 sec.	Cashier	None	Certificate of Registration
2	Sign Disbursement Voucher of Scholarship Grant/Refund	Post details of scholarship grant/refund on Certificate of Registration	3 min.	Cashier	None	Disbursement Voucher/Check
3	Receive check of scholarship Grant/refund	Release check for payment of refund or scholarship grant	3 sec.	Cashier	None	Check
END OF TRANSACTION Total No. of Minutes - 3 minutes and 6 seconds						

Service	: Release of Check Payment to Suppliers/Payees
Schedule of Availability of Service	: School Days, 8:00 am - 5:00 pm (No-Noon Break)
Who may avail of the service	: Suppliers/Payees
Key Person/s	: Cashier
What are the requirements?	: Identification/Residence Certificate

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Document/s of Applicant
1.	Present (ID) Identification of Residence Certificate	Receive ID or Residence Certificate	3 sec.	Cashier	None	ID or Residence Certificate
2.	Sign Disbursement Voucher and logbook of payment for purchase of goods/render of service	Release check for payment for purchase of goods/render of service	3 min.	Cashier	None	Disbursement Voucher
3.	Receive check of payment for purchase of goods/render of service	Verify signature on Disbursement Voucher and release check	3 sec.	Cashier	None	Check
END OF TRANSACTION Total No. of Minutes - 3 minutes and 6 seconds						



PHILIPPINE NORMAL UNIVERSITY VISAYAS

The National Center for Teacher Education

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CITIZENS' CHARTER

LIBRARY SERVICES

Title of Frontline Services : APPLICATION FOR NEW LIBRARY CARD
Schedule of Availability of Service: Monday to Saturday 8:00am - 5:00pm
Key Person : Librarian
Clients for the Service : New Students
Requirements : Current Registration Form, 1 copy 1x1 ID picture (for new student)
Fees/Charges : NONE

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration of Activity	Person-in-charge	Fee	Form/Document
1	Present requirements	Evaluates requirements of applicant	1 min.	Librarian	None	Current Registration Form, 1 pc. 1x1 ID picture
2	Fill out Library Card	Check information entries of client, Stamp the registration form using the Librarian's facsimile and write the date of issue	2 min.	Librarian	None	Registration Form /Library Card
3	Claim Library Card	Releases validated Library Card	1 min.	Librarian	None	Validated Library Card
END OF TRANSACTION			Total No. of Minutes - 4 minutes			

Title of Frontline Services : **RENEWAL/VALIDATION OF LIBRARY CARD**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : Old Students (Undergraduate and Graduate)
Requirements : Previous Library Card, Registration Form
Fees/Charges : NONE

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration Of Activity	Person-in-charge	Fee	Form/Document
1	Present requirements	Receives documents	1 min.	Librarian	None	Registration Form
2	Check the students enrolment summary list	Stamps date on the registration form	1 min.	Librarian	None	Library Card Registration Form
3	Claim validated library card	Issues validated Library Card	1 min.	Librarian	None	Validated Library Card
END OF TRANSACTION			Total No. of Minutes - 3 minutes			

Title of Front line Services : **REPLACEMENT OF LOST LIBRARY CARD**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : Students (Graduate & Undergraduate)
Requirements : Registration Form for Current Semester, 1x1 ID picture
Fees/Charges : **P30.00**

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration of Activity	Person-in-charge	Fee	Form/Document
1	Pay amount to the Cashier's Office	Issues Official Receipt	3 min.	Cashier	P30.00	Official Receipt
2	Request for replacement of lost library card	Verifies name in the summary list of enrolment	1 min.	Librarian	None	Official Receipt Affidavit of Loss Enrolment Summary List
3	Claim library card	Issuance of library card	1 min.	Librarian	None	Registration Form
END OF TRANSACTION			Total No. of Minutes - 5 minutes			

Title of Frontline Services : **ISSUANCE OF VISITOR'S PERMIT/PASS TO OUTSIDE RESEARCHER**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : PNU Alumni & students from other school
Requirements : Referral Letter from Institution/School of Origin, University/School ID
Fees/Charges : Php150.00 per visit

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration Of Activity	Person-in-charge	Fee	Form/Document
1	Present referral letter from Institution/School of Origin	Receives referral letter	1 min.	Librarian	None	Referral letter from Institution, ID
2	Get Order of Payment	Issues Order of Payment	1 min.	Librarian	None	Order of Payment
3	Pay amount to the Cashier's Office	Issues Official Receipt	3 min.	Cashier	P150.00	Order of Payment/ Official Receipt
4	Present Order of Payment and Official Receipt	Records Official Receipt	1 min.	Librarian	None	Order of Payment Official Receipt
5	Log- in	Fills up statistical report of library users (visitor)	1 min.	Librarian	None	Referral letter from Institution, ID and official receipt
6	Proceed to Reader's Services Section	Assists Researcher	3 min.	Librarian	None	Referral letter from Institution, ID and official receipt
END OF TRANSACTION			Total No. of Minutes - 10 minutes			

Title of Frontline Services : **ISSUANCE OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARIES**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : PNU students, faculty and staff
Requirements : Validated University ID, Library Card
Fees/Charges : NONE

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration of Activity	Person-in-charge	Fee	Form/Document
1	Request for Referral Letter	Verifies requirements	2 min.	Librarian	None	Library Card Registration Form
2	Identify institution, topic for research and date of visit	Prepares referral letter	3 min.	Librarian	None	Library Card Registration Form
3	Print the referral letter	Librarian signs the referral letter	1 min.	Librarian	None	Referral Letter
4	File the received copy of the researcher	Researcher signs the referral letter	1 min.	Librarian	None	Referral Letter
5	Claim referral letter	Issues referral letter	1 min.	Librarian	None	Referral Letter
END OF TRANSACTION			Total No. of Minutes - 8 minutes			

Title of Frontline Services : **SIGNING OF LIBRARY CLEARANCE**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : PNU students, faculty and staff
Requirements : Library Clearance form
Fees/Charges : Library Fine

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration Of Activity	Person-in-charge	Fee	Form/Document
1	Request for library clearance	Check library records and list of students/faculty/staff with library accountability	2 min.	Cashier	None	Clearance
2	Present the library card and log in upon entering the library premises	Checks record of client	2 min.	Librarian	None	Library card Clearance
3	If student has no library accountability	Signs clearance immediately	1 min.	Librarian	None	Library card Clearance
4	If student has library accountability	Get order of payment	3 min.	Librarian	Library Fine	Order of payment
5	Pay corresponding library fines/ accountability	Issues official receipt	3 min.	Cashier	Library Fine	Official Receipt
6	Stamp and release clearance	Signs clearance	1 min.	Librarian	None	Library Clearance
END OF TRANSACTION			Total No. of Minutes - 12 minutes			

Title of Frontline Services : **READERS' SERVICES**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : PNU students, faculty and staff, outside researchers
Requirements : Library Card/Visitors' permit
Fees/Charges : NONE

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration Of Activity	Person-in-charge	Fee	Form/Document
1	Present library card and sign in the daily record of library users	Monitors client in the Readers' Services Section	1 min.	Librarian	None	Library Card
2	Search the needed library material through the card catalog	Secures call number and location of the library material	3 min.	Library User	None	Library Card
3	Proceed to the bookshelves section where the library materials can be found	Surrender the Library Card Assists client in the selection of needed books/library material	4 min.	Librarian	None	Library Card
4	Submit borrower's card to the section charging desk if the client decides to borrow and tally, if not return his/her library card.	Attach filled up borrower's card to the library card and tally	2 min.	Librarian	None	Library Card Book Card
5	Returning of library materials	Return the library card and insert the borrower's card	2 min.	Librarian	None	Library Card Library Materials
END OF TRANSACTION			Total No. of Minutes - 12 minutes			

Title of Frontline Services : **OVERNIGHT LOAN FOR BOOKS**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : PNU students, faculty and staff
Requirements : Library Card
Fees/Charges : NONE

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration Of Activity	Person-in-charge	Fee	Form/Document
1	Present library card and sign in the daily record of library users and request for overnight loan	Checks book card's accession number	1 min.	Librarian	None	Library Card Book Card
2	Sign book card and library card	Checks book card for client's signature	2 min.	Librarian	None	Library Card Book Card
3	Attach book card in the library card	Checks library card for the correct accession number	1 min.	Librarian	None	Library Card Book Card
4	Record in the statistical report	Tally the books lent for overnight use	2 min.	Librarian	None	Library Card Book Card
5	Release the book/s	Receives borrowed library material/s	1 min.	Librarian	None	Library Card Book Card
6	Orient clients of the policy	Reiterates policy for overnight use	1 min.	Librarian	None	Library Card Book Card
END OF TRANSACTION			Total No. of Minutes - 8 minutes			

Title of Frontline Services : **RETURN OF BORROWED BOOKS**
Schedule of Availability of Service : **Monday to Saturday 8:00am -5:00pm**
Key Person : Librarian
Clients for the Service : PNU students, faculty and staff
Requirements : Returned books
Fees/Charges : NONE

Procedures to avail of the service

Step	Please follow the Steps	Service Provider	Duration (minutes)	Person-in-charge	Fee	Form/Document
1	For borrowed books returned on time, proceed to Step 6	Checks in loaned books	1 min.	Librarian	None	Borrowed book/s
2	For borrowed books returned after 9:00 am, proceed to Step 3	Checks records for library fine	1 min.	Librarian	Php1.00/hour	Borrowed book/s
3	Get order of payment	Issues order of payment	2 min.	Librarian	Computation done	Order of Payment
4	Pay corresponding library fine	Issues Official Receipt	3 min.	Cashier	Computed library fine	Official Receipt
5	Present official receipt	Records Official Receipt	1 min.	Librarian	None	Order of payment Official Receipt
6	Release library card with initials and date returned	Issues library card	1 min.	Librarian	None	Library card
END OF TRANSACTION			Total No. of Minutes - 9 minutes			