



**PHILIPPINE NORMAL UNIVERSITY**  
**VISAYAS**

The National Center for Teacher Education  
Cadiz City, Negros Occidental

# CITIZEN'S CHARTER OFFICE OF THE CASHIER



## **PNU Vision**

PNU shall become an internationally recognized and nationally responsive teacher education university. As the established producer of knowledge workers in the field of education, it shall be the primary source of high quality teachers and education managers who can directly inspire and shape the quality of Filipino students and graduates in the country and the world.

## **PNU Visayas Vision**

PNU Visayas shall become an internationally recognized and nationally responsive teacher education university specializing in environment and green technology education.

## **PNU Mission**

PNU is dedicated to nurturing innovative teachers and education leaders.

## **Goals**

In pursuit of its vision, the PNU Visayas Campus shall:

1. Offer quality and relevant pre-service, in service, graduate and continuing education programs with emphasis on environment and green technology education;
2. Undertake research-based teacher-training programs, extension services and establish linkages with other institutions locally and globally;
3. Conduct quantitative and qualitative researches aimed at improving basic teacher curricula;
4. Produce effective, efficient and empowered teachers who will implement innovations in the delivery of relevant, functional and quality basic education; and
5. Establish and maintain an environment management system that integrates sustainability practices.



**Service:** **PAYMENT OF ENROLMENT FEES**  
**Schedule of Availability:** As scheduled in the University Calendar,  
7:00am - 7:00pm (No Noon Break)  
**Clients for the Service:** College, CTP and Graduate Students  
**Key Person:** Cashier  
**Requirements:** Completely Signed/Complied Clearance

Step	Applicant/ Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents clearance	Accepts, verifies and signs clearance	5 sec.	Cashier	None	Clearance
2	Gives complete name, year and section	Issues Official Receipt thru PWEBSS	2-3 min.	Cashier	None	Identification Card or previous copy of Certificate of Registration
3	Pays the assessment amount in cash or check	Counts the cash/verifies the check and gives Official Receipt to the client	10 sec.	Cashier	As shown in the assessment generated by PWEBSS	Official Receipt
<b>END OF TRANSACTION Total No. of Minutes: 2-3 minutes and 15 seconds</b>						

**Service:** **PAYMENT OF ENROLMENT FEES**  
**Schedule of Availability:** As scheduled in the University Calendar,  
7:00am - 7:00pm (No Noon Break)  
**Clients for the Service:** CTL and Pre-School Pupils and Students  
**Key Person:** Cashier  
**Requirements:** CTL-GPTA Official Receipt

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents Official Receipt of CTL-GPTA Fee	Accepts and verifies Official Receipt of CTL-GPTA Fee	5 sec.	Cashier	None	CTL-GPTA Official Receipt
2	Gives complete name, year and section	Issues Official Receipt thru PWEBSS	2-3 min.	Cashier	None	Identification Card or previous copy of Certificate of Registration
3	Pays the assessment in cash or check	Counts the cash/verifies the check and gives Official Receipt to the client	10 sec.	Cashier	As shown in the assessment generated by PWEBSS	Official Receipt
<b>END OF TRANSACTION Total No. of Minutes: 2-3 minutes and 15 seconds</b>						



**Service:****PAYMENT OF OTHER SCHOOL FEES (CREDENTIALS, E.G. TRANSCRIPT OF RECORDS/DIPLOMA)****Schedule of Availability:**

Mon.to Fri. 7:00AM-7:00PM; Sat. 8:00AM-5:00PM  
(No Noon Break)

**Clients for the Service:**

Enrolled Students (Pre-School, CTL, College, CTP, and Graduate School), Graduates and Quitters

**Key Person/s:**

Cashier

**Requirements:**

Filled-up Application for Records/Request Slip Secured from the Registrar's Office/Clearance

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents Application for Record with Clearance/Request Slip secured from the Registrar's Office	Accepts and verifies the Application for Record with Clearance/ Request Slip	5 sec.	Cashier	None	Application for Record with Clearance/Request Slip
2	Awaits for the status of account balance	Checks outstanding balance. If without account, signs clearance. If with account, requires payment.	3-5 min.	Cashier	None	Student's Permanent Record (Manual/PWEBSS)
3	Prepares payment for account balance and for requested credential	Issues Official Receipt thru PWEBSS	2-3 min.	Cashier	None	Official Receipt
4	Pays account balance and requested credential in cash or check	Counts the cash/verifies the check and gives Official Receipt to the client	10 sec.	Cashier	Account balance and cost of requested credential as specified in PWEBSS template	Official Receipt
<b>END OF TRANSACTION    Total No. of Minutes: 5-8 minutes and 15 seconds</b>						



**Service:** **PAYMENT OF OTHER SCHOOL FEES (CERTIFICATION, AUTHENTICATION, COMPLETION FORM, PROSPECTUS, ETC.)**

**Schedule of Availability:** Mon.to Fri. 7:00AM-7:00PM; Sat. 8:00AM-5:00PM  
(No Noon Break)

**Clients for the Service:** Enrolled Students (Pre-School, CTL, College, CTP, and Graduate School), Alumni and Quitters

**Key Person/s:** Cashier

**Requirements:** Filled-up Request Slip Secured from Registrar's Office

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents filled-up Request Slip (marks/states document/form requested)	Accepts and verifies Request Slip	5 sec.	Cashier	None	Request Slip
2	Prepares payment for requested document/form	Issues Official Receipt thru PWEBSS	2-3 min.	Cashier	None	Official Receipt
3	Pays the requested document/form in cash	Counts the cash and gives Official Receipt to the client	10 sec.	Cashier	Cost of requested document/form as specified in PWEBSS template	Official Receipt
<b>END OF TRANSACTION Total No. of Minutes: 2-3 minutes and 15 seconds</b>						

**Service:** **PAYMENT OF OTHER FEES (LET REVIEW, LET FINAL COACHING, NQESH REVIEW, RENTAL, PURCHASE, ETC.)**

**Schedule of Availability:** Mon.to Fri. 7:00AM-7:00PM; Sat. 8:00AM-5:00PM  
(No Noon Break)

**Clients for the Service:** PNUans, Non-PNUans/Outsiders

**Key Person/s:** Cashier

**Requirements:** Order of Payment

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents Order of Payment secured from BDO or FMAS Office	Accepts and verifies Order of Payment	5 sec.	Cashier	None	Order of Payment
2	Prepares amount as reflected in Order of Payment	Issues Official Receipt thru PWEBSS	2-3 min.	Cashier	None	Official Receipt
3	Pays the amount reflected in Order of Payment in cash or check	Counts the cash/verifies the check and gives Official Receipt to the client	10 sec.	Cashier	Amount reflected in Order of Payment	Official Receipt
<b>END OF TRANSACTION Total No. of Minutes: 2-3 minutes and 15 seconds</b>						



**Service:** **RELEASE OF SCHOLARSHIP GRANT/REFUND**  
**Schedule of Availability:** Mon.to Fri. 7:00AM-7:00PM; Sat. 8:00AM-5:00PM  
 (No Noon Break)  
**Clients for the Service:** Enrolled Students (Pre-School, CTL, College, CTP,  
 and Graduate School)  
**Key Person/s:** Cashier  
**Requirements:** Certificate of Registration

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents Certificate of Registration	Accepts and verifies Certificate of Registration	5 sec.	Cashier	None	Certificate of Registration
2	Signs Box E of Disbursement Voucher of scholarship grant/refund	Posts details of released scholarship grant/refund on Certificate of Registration	1-2 min.	Cashier	None	Certificate of Registration/ Disbursement Voucher
3	Signs Issued Checks Logbook	Assists student in signing of Issued Checks Logbook	5 sec.	Cashier	None	Issued Checks Logbook
4	Receives check of scholarship grant/refund	Releases check for payment of Scholarship Grant/Refund	5 sec.	Cashier	None	Check
<b>END OF TRANSACTION Total No. of Minutes: 1-2 minutes and 15 seconds</b>						

**Service:** **RELEASE OF CHECK PAYMENT TO SUPPLIERS/ CONTRACTORS/OTHER PAYEES**  
**Schedule of Availability:** Mon.to Fri. 7:00AM-7:00PM; Sat. 8:00AM-5:00PM  
 (No Noon Break)  
**Clients for the Service:** Suppliers/Contractors/Other Payees  
**Key Person/s:** Cashier  
**Requirements:** Valid Identification Card/Residence Certificate

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Presents Identification Card or Residence Certificate. In case of new transaction, photocopy is required.	Receives and verifies Identification Card or Residence Certificate	5 sec.	Cashier	None	Identification Card or Residence Certificate
2	Signs Box E of Disbursement Voucher and Issued Checks Logbook as receipt of payment	Assists supplier/contractor/payee in signing of Disbursement Voucher and Issued Checks Logbook	1-2 min.	Cashier	None	Disbursement Voucher and Issued Checks Logbook



3	Issues Official Receipt as acknowledgement of check payment	Reviews the affixed signatures of supplier/contractor/payee in the DV and other supporting documents and readies the check for release	2-3 min.	Cashier	None	Official Receipt for issuance
4	Receives check in payment for purchase of goods/render of service	Releases check in payment for purchase of goods/ render of service	5 sec.	Cashier	None	Check
<b>END OF TRANSACTION Total No. of Minutes: 3-5 minutes and 10 seconds</b>						

**Service:** **ISSUANCE OF CERTIFICATE OF ASSESSMENT OF FEES/ CERTIFICATE OF FULL PAYMENT/ STATEMENT OF ACCOUNT**

**Schedule of Availability:** Mon.to Fri. 7:00AM-7:00PM; Sat. 8:00AM-5:00PM  
(No Noon Break)

**Clients for the Service:** Enrolled Students (Pre-School, CTL, College, CTP, and Graduate School), Alumni and Quitters

**Key Person/s:** Cashier

**Requirements:** Request Slip and Documentary Stamp

Step	Applicant/Client	Service Provider	Duration	Person in-Charge	Fees	Form/Document/s of Applicant
1	Fills-up Request Slip	Accepts and verifies Request Slip	15 sec.	Cashier	None	Request Slip
2	Prepares payment for requested document	Issues Official Receipt thru PWEBSS	2-3 min.	Cashier	None	None
3	Pays the requested document in cash	Counts the cash and gives Official Receipt to the client	10 sec.	Cashier	Cost of requested document as specified in PWEBSS template	Official Receipt
4	Awaits the release of document requested	Prepares the requested document and logs the request in the Requested Document Logbook	15 min.	Cashier	None	None
5	Signs the Requested Document Logbook	Releases the requested document	5 sec.	Cashier	None	Certificate of Assessment of Fees/Certificate of Full Payment/ Statement of Account
<b>END OF TRANSACTION Total No. of Minutes: 17-18 minutes and 30 seconds</b>						



## **Objectives**

The Bachelor in Elementary/Secondary Education Program aims to:

1. Produce academically comprehend, morally responsive, culturally committed, technologically skilled, environmentally responsive and globally competitive elementary/secondary teachers imbued with a strong sense of patriotism and nationalism;
2. Promote among elementary/secondary pre-service teachers commitment to their obligations and professional growth and assist them to grow into responsible, critical, and creative individuals;
3. Establish among elementary/secondary pre-service teachers a research culture that could address crucial educational and environmental issues and concerns that will form bases for curricular reforms towards quality instruction and capability building;
4. Develop among elementary/secondary pre-service teachers a strong sense of community involvement in collaboration with government and non-government institutions; and
5. Develop among elementary/secondary pre-service teachers capability in producing instructional materials.

## **The Ten Strategic Directions**

1. Shared Vision of Excellence
2. Quality Assurance
3. Systems-Based Solutions
4. Branding
5. Internationalization
6. Collaboration and Partnership
7. Product and Service Development
8. Responsiveness to Stakeholders
9. Sustainability
10. Human Capital Management

