

University's Citizens' Charter Information Billboard

Department/Office: Office of Student Services (OSS)

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University's Frontline Services	Steps/Procedure	Responsible Persons	Maximum Waiting Time	Requirements	Amount of Fees (If any)
1. Signing of admission slips	Face-to-face: 1. Reads the document for accuracy of data. 2. Signs the document.	OSS Staff	1 minute	Medical Certificate/Letter from guardians/parents	None
2. Signing of Permits for activities	Face-to-face: 1. Reads the document. 2. Signs the documents. Online: 1. Receives document through e-mail. 2. Signs the document and sends it back	OSS Staff/Student Activities Coordinator	1 minute	Duly accomplished Concept Paper GPOA from clubs and prerequisite signatories	None
3. Issuance of Certificate of Good Moral Character	through e-mail. Face-to-face: 1. Sign in at the logbook to receive a request form 2. From the request form, check specific request. 3. Pay the certification fee to the cashier. 4. Present receipt of payment for the release of document.	OSS Staff	2 minutes	Original Receipt General clearance or honourable dismissal Letter of authorization, if requesting through a representative Properly filled-up application form	Php50.00
4. Issuance of	Online: 1. Receives request through e-mail. 2. Pay certification fee through GCash. 3. Forward the screenshot of the receipt from the Cashier for the release of document. Face-to-face:	OSS	1 minute	None	None
application for scholarship	1. Receives request through the logbook. 2. Release form	Staff/Scholarship Coordinator			
5. Receiving scholarship documents	Face-to-face: 1. Receives document.	OSS Staff/Scholarship Coordinator	2 minutes	Properly filled-up application form/document	None

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	2. Scrutinizes the posters. 3. Posts at the OSS bulletin board. Online: 1. Receives soft copies of announcement 2. Scrutinizes the				
	materials. 3. Posts at the OSS				
	FB Page.				
11. Signing of Clearance	Face-to-face: 1. Reads the document 2. Signs the document.	OSS Director	30 sec./ student	Accuracy of entries Prerequisite signatories	None
12. Counseling	Face-to-face: 1. Listens to the student. 2. Records the important details. 3. Let the student sign the record. Online:	Guidance Counselor	15-30 minutes depending on the problem	Personal appearance of the student.	None
	1. Listens to student through phone call or FB messenger video call. 2. Records the important details. 3. Record the name of student in the student log sheet.				
13. Consultation	Face-to-face: 1. Listens to the student. 2. Gives recommendations. Online: 1. Listens to student through phone call or FB messenger video call. 2. Gives recommendations.	OSS Staff	2 minutes	Permits Letters	None
14. Accepting Complaints	Face-to-face: 1. Gets the written facts of the complaint. 2. Conducts investigation. 3. Informs complainant and concerned parties. 4. Conducts case conference.	OSS Staff	7 days	Letter stating the facts of the complaint. Presence of concerned individuals.	None