



## 1. Request of New ID Card

Office or Division		Office of the Student Services		
Classification				
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Student with lost/defaced ID Cards		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request Explanation letter Affidavit of Loss				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the letter of request and explain the need for issuance of new ID Card	Evaluates the letter of request	None	5 minutes	Director of Student Services
2. For Lost ID Card: Submit a duly notarized affidavit of loss to Director of Student Services	Files affidavit of loss	None	4 minutes	
3.Fill out and submit request form and personal information slip for new ID Card	Receives request form for new ID Card and advises the requesting party to pay the corresponding fee	None	5 minutes	
4. Present the request form to the Accounting Office for the issuance of order of payment	Receives request form and issues order of payment	None	4 minutes	Accounting Office
5. Pay fee for New ID Card	Receives payment and issues receipt of payment	As prescribed by the University	3 minutes	Cashier
6. Submit official receipt	Validates official receipt and takes picture of student	None	5 minutes	Director of Student Services and Technical Working Group
7. Claim New ID Card from the Office of Student Services	As prescribed by the University	None	5 working days	Director of Student Services
<b>Total</b>		<b>As prescribed by the University</b>	<b>5 days and 26 minutes</b>	



## 2. Student Assistantship

Office or Division		Office of the Student Services			
Classification					
Type of Transaction		G2C -Government to Citizen			
Who may avail:		Interested Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
General Weighted Average Letter of Intent					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements for verification	Verifies documents	None	10 minutes	Director of Student Services	
2. Wait for the announcement or schedule of interview	Conducts face to face interview	None	20 minutes	Director of Student Services	
<b>Total</b>			<b>30 minutes</b>		



### 3. Handling Complaints against Students/Faculty

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Complaint				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written complaint to the office of Student Services	Discuss complaint with the complainant and records complaint in the log book	None	30 minutes	Director of Student Services
2. Accomplish and Submit incident/narrative report	Receives accomplished incident/narrative report and check authenticity of information	None	15 minutes	Director of Student Services
3. Confirm the exact date and time of dialogue to be conducted	Informs the complainant on the exact date and time of dialogue	None	30 minutes	Director of Student Services
4. Attend the dialogue	Conducts dialogue and works for resolution of complaint	None	30 minutes	Director of Student Services
5.Await recommendation of the counselor/ discipline committee.	Makes recommendation to the Dean for Academics/ Executive Director and Provost	None	30 minutes	Director of Student Services
<b>Total</b>		<b>None</b>	<b>2 hrs and 15 minutes</b>	



#### 4. Counseling Services

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Concerned student reports to the Director of Student Services	Schedules an appointment with the concern student	None	5 minutes	Director of Student Services
2. Receives counseling	Conducts counseling session with the concerned student	None	60 minutes	Director of Student Services
<b>Total</b>		<b>None</b>	<b>65 minutes</b>	



### 5. Request for Exemption from Wearing School Uniform

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request for exemption from wearing school uniform duly signed/noted concerned professor/adviser	Receives letter and evaluates letter or request and conducts interview	None	15 minutes	Director of Student Services
2. Await decision of Director of Student Services	Takes action on the letter of request	None	5 minutes	Director of Student Services
<b>Total</b>		<b>None</b>	<b>20 minutes</b>	



## 6. Issuance of Permit to Hold an Activity

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Action Plan/ Program paper duly signed by the adviser one week before the activity	Receives and checks action plan/ project/ program, in relation to the requirements and evaluates and approved the action plan/program/project if found in order	None	15 minutes	Director of Student Services
2. Claim approved proposal	Returns approved proposal to student	None	5 minutes	Director of Student Services
3. Secure Permit to hold an activity	Issues Permit to Hold an Activity Form	None	15 minutes	Director of Student Services
4. Accomplish and submit to the Director of Student Services Permit to Hold an Activity	Receives accomplished form and checks entries there in and Signs Permit to Hold an Activity	None	5 minutes	Director of Student Services
5. Claim approved permit to hold an Activity	Returns signed form to student	None	5 minutes	Director of Student Services
<b>Total</b>			<b>45 minutes</b>	



## 7. Filing for Authorized Withdrawal of Subjects

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request copy of the dropping form and seek advice of the Director of Students Services	Director of the Students Services confers with the student about his/her request to drop course	None	20 minutes	Director, Students Services
2. Get the signature of professor/s concerned for official dropping of course	Receives the accomplished dropping form duly signed by the professors concerned	None	1 day	Faculty Concerned
3. Submit to the Director of Student Services the Dropping Form in quadruplicate copies	Signs Dropping Form	None	10 minutes	Director, Students Services
4. Submit Dropping Form to the Registrar's Office	Receives Dropping Form for signature	None	5 minutes	Registrar's Office
5. Claim 4 copies of signed Dropping Form from the Registrar	File Dropping Form	None	5 minutes	Registrar's Office
6. Submit copy of the Dropping Form to Office of Student Services to the Head of Academics	Keeps and records dropping of student	None	10 minutes	Director, Students Services
<b>Total</b>		<b>None</b>	<b>1 day and 50 minutes</b>	



### 8. Filling of Leave of Absence

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Undergraduate Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave of Absence Form Duration				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out Leave of Absence (LOA) Form in quadruplicate and confer with the Director of Student Services	Confers with the student about his/her desire to go on leave	None	20 minutes	Director, Student Services
2.Submit an accomplished LOA Form	Receives and signs accomplished LOA Form	None	5 minutes	Director, Student Services
3. Claim the signed LOA Form	Returns signed LOA Form to student	None	5 minutes	Director, Student Services
4. Submit the signed LOA Form to the Registrar's Office	Receives the signed LOA Form for approval of the Registrar	None	10 minutes	Registrar's Office Staff
5. Claim approved LOA Form and give copy to the Office of Student Services and Registrar	Receives and records the OSS copy	None	10 minutes	Director, Student Services
<b>Total</b>		<b>None</b>	<b>50 minutes</b>	





## 9. Issuance of Certificate of Good Moral Character

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Undergraduate Students/Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request/ Transcript of Records				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit Request Form for Certificate of Good Moral Character.  *For online request kindly email or send your request form to the Official Facebook page of PNU South Luzon.	Receives and evaluates the request	None	5 minutes	Admission/Registrar
2. Proceed to Accounting Office and secure order of payment	Issues Order of payment	None	3 minutes	Cashier's Officer
3. Proceed to Cashier's Office and present the order of payment. Pay the fee for Certificate of Good Moral Character and obtain official receipt.	Accepts payment and issues Official Receipt (OR)	Php 50/document	3 minutes	
4. Present the Official Receipt to the Office of Student Services	Records receipt	None	5 minutes	Director, Student Services
5. Get the schedule of the release of document	Verifies records of student behavior Signs Certificate of good Moral Character	None	1 day	Director, Student Services
6. Claim the Certificate of Good Moral Character	Issues Certificate of Good Moral Character	None	5 minutes	Director, Student Services
<b>Total</b>			<b>1 day and 21 minutes</b>	



## 10. Posting of Advertisements and Announcement

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent /Poster				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present the Posters for Announcement	Evaluates the poster	None	15 minutes	Director, Student Services
Await the approval of the request	Affix Signature of the Director of Student Services on the Poster	None	5 minutes	Director, Student Services
<b>Total</b>		<b>None</b>	<b>20 minutes</b>	



## 11. Lost and Found Items

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Undergraduate Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request/ Transcript of Records				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Report to OSS Lost or Found and Claimed Items	Assists the student to log lost/found/claimed items	None	10 minutes	Director, Student Services
2. Sign Logbook	Keeps the record of the Lost/Found and claimed Items	None	5 minutes	Director, Student Services
<b>Total</b>		<b>None</b>	<b>15 minutes</b>	



## 12. Securing and Signing of Admission Slip

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>				
<b>Who may avail:</b>		Undergraduate Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Excused letter duly signed by the Parents or Landlord/Land Lady				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Excuse Letter to the DSS	Read the excuse Letter and check the signature of the concern Guardian	None	15 minutes	Director, Student Services
2. Releasing of Admission slip	Issuance of Admission slip	None	5 minutes	Director, Student Services
<b>Total</b>		<b>None</b>	<b>20 minutes</b>	



### 13. Issuance for Application for Scholarship

<b>Office or Division</b>		Office of the Student Services		
<b>Classification</b>				
<b>Type of Transaction</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of Grades				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the Certification of grades to the Director of Student Services	Check/Verify the student's grades	None	10 minutes	Director, Student Services
2. Releasing of Scholarship Form	Issuance of Scholarship Form	None	5 minutes	Director, Student Services
<b>Total</b>		<b>None</b>	<b>15 minutes</b>	



#### 14. Accreditation and Re-accreditation of Clubs /organization

<b>Office or Division</b>		Office of the Student Services			
<b>Classification</b>					
<b>Type of Transaction</b>		G2C -Government to Citizen			
<b>Who may avail:</b>		All Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
List of Officer, Members, Adviser, and Constitutions and by-laws					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit the Requirements for verification	Verification of documents	None	10 minutes	Director, Student Services	
2. Posting of announcement for Accreditation and Re-accreditation		None	2 weeks before the deadline	Director, Student Services	
<b>Total</b>			<b>2 weeks</b>		