

Title of Frontline Service**Schedule of Availability****Key Person****Who May Avail of the Service****What are the requirements****: ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER**

: Monday - Friday, 8:00 a.m. - 5:00 p.m.

: Dean, Office of Student Affairs and Student Services

: Students/Alumni

: Letter of Request &/or Transcript of Records (TOR) for employment, transfer, board examination, admission purposes

Duration**Fee/Charge****How to Avail of the Service**

: 2 days

: P 50.00

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|---|---|-----------------------------|------------------|---|
| 1. | Submits requirements for Certificate of Good Moral Character | 1. Receive and evaluate the request 2. Instruct the requesting person to log in to the logbook 3. Prepare request for Order of Payment 4. Directs requesting person to the Accounting Unit to secure an Order of Payment | 10 mins. | OSASS staff | Letter of request & TOR Logbook |
| 2. | Secure Request for Order of Payment | 1. Provide an Order of Payment form | 5 mins. | Accounting Staff | Order of payment |
| 3. | Pays to Collection and Disbursement Unit and obtains official receipt | 1. Accepts and verifies the Official Receipt (OR) 2. Issues Claim Stub 3. Check student records 3. Prepares GMC for signature | 5 mins. 15 mins. | OSASS Staff | Official Receipt Claim Stub GMC |
| 4. | Presents the Claim Stub to the OSASS & signs in the logbook | Obtains the Claim Stub and releases the GMC. | 5 mins | OSASS staff | Claim Stub & Logbook |

END OF TRANSACTION

Prepared by:

TERESITA T. RUNGDUIN, Ph.D.
 DEAN, OSASS

Title of Frontline Service : **LOST AND FOUND**
Schedule of Availability : Monday – Friday, 8:00 a.m. - 5:00 p.m.
Key Person : Dean, Office of Student Affairs and Student Services
Who May Avail of the Service : Students
What are the Requirements : None
Duration : 1 hour
Fee Charged : None
How to Avail of the Service:

| Step | Please Follow the Steps | Service Provider Action/s | Duration | Person in Charge | Form/ Document |
|------|--|--|----------|------------------|----------------|
| 1. | Surrenders the found item to the OSASS | Receives and logs the found item | 30 mins. | OSASS Staff | logbook |
| 2. | Signs the logbook | Keeps the record and the found item until is claimed by the owner. | 30 mins. | OSASS Staff | |

END OF TRANSACTION

Prepared by:



TERESITA T. RUNGDUIN, Ph.D.
 DEAN, OSASS