



# PHILIPPINE NORMAL UNIVERSITY MINDANAO

The National Center for Teacher Education

Multicultural Education Hub

Prosperidad Agusan del Sur

Title of Frontline Service	: SIGNING OF LIBRARY CLEARANCE
Schedule of Availability of Service	: Monday to Friday 8:00am – 5:00pm Saturday 8:00am – 5:00pm
Key Person	: Librarian / Library Assistant
Who may avail of the service?	: PNU students, Faculty and Staff
What are the Requirements?	: General Clearance Form from the Office of the University Registrar (Students) : University Clearance Form (Faculty and Staff)
Duration	: 20 minutes
Fees/Charges	: NONE
How to avail of the service?	

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents
1	Submit clearance	Check Library accountabilities	2	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form List of Library Accountabilities
2	If there is no library accountability, proceed to step 4	Sign clearance	2	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form
3	If there is library accountability, Follow process on Returning of Borrowed Books / Fines / Book Replacement	Inform client of his/her accountability	15	Librarian / Library Assistant	None	List of Library Accountabilities DLM/Manual Circulation Module
4	Claim Signed library clearance	Clear his/her accountability	1	Librarian / Library Assistant	None	General Clearance Form / University Clearance Form
END OF TRANSACTION						

## Accounting (Citizen's Charter)

Title of Frontline Service	: ISSUANCE OF STATEMENT OF ACCOUNTS
Schedule of Availability of Service	: Monday to Friday, 8:00 a.m. to 5 p.m.
Contact Persons	: Cashier/Cashier Clerk and Accountant/Accounting Clerk
Who may avail of the service?	: Student
What are the Requirements?	: ID
(soft copy) Duration	: 15 minutes
Fees/Charges	: Php: 50.00 certification fee

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Present ID(with authorization letter if claimant is bit the payee) and inform the cashier of the purpose of certification	Inspect ID and authorization letter	1 minute	Cashier / Cashier Clerk	None	ID /Authorization Letter
2	Payment of certification fee	Issuance of Official Receipt	3 minutes	Cashier / Cashier Clerk	50.00	Official Receipt
3	Claim the certification by presenting the Official Receipt	Print the statement of account form PWEBSS	10 minutes	Cashier / Cashier Clerk	None	Certification
4	Sign the logbook of issued certifications	Inspect ID and have the claimants sign the logbook	1 minute	Cashier / Cashier Clerk	None	Logbook
END OF TRANSACTION						





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Title of Frontline Service	: ISSUANCE OF CERTIFICATE OF FULL PAYMENT
Schedule of Availability of Service	: Monday to Friday, 8:00 a.m. to 5 p.m.
Contact Persons	: Cashier/Cashier Clerk
Who may avail of the service?	: Student
What are the Requirements?	: ID
(soft copy) Duration	: 15 minutes
Fees/Charges	: Php: 50.00 certification fee

How to avail of the service?

Steps	Applicant/Client	Service Provider	Duration (minutes)	Persons In Charge	Fees	Forms/Documents
1	Present ID(with authorization letter if claimant is bit the payee) and inform the cashier of the purpose of certification	Inspect ID and authorization letter	1 minute	Cashier / Cashier Clerk	None	ID /Authorization Letter
2	Payment of certification fee	Issuance of Official Receipt	3 minutes	Cashier / Cashier Clerk	50.00	Official Receipt
3	Claim the certification by presenting the Official Receipt	Encode and issue the certification	10 minutes	Cashier / Cashier Clerk	None	Certification
4	Sign the logbook of issued certifications	Inspect ID and have the claimants sign the logbook	1 minute	Cashier / Cashier Clerk	None	Logbook
END OF TRANSACTION						

## FEEDBACK AND COMPLAINTS MECHANISM

**DAGHAN KAAYONG SALAMAT!**

*It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:*

**Accomplish our Feedback Form and drop it in our Suggestion/complaint box**

**Send your feedback to through email:**

**[mindanao@pnu.edu.ph](mailto:mindanao@pnu.edu.ph)**

**Send your feedback to Mobile Number:**

**09543499633**

Talk to our **OFFICER OF THE DAY**. If you are not satisfied with our service, you're written/verbal complaints shall immediately be attended to the Officer of the Day at **Public Assistance and Complaint Desk**.

