



# PHILIPPINE NORMAL UNIVERSITY MINDANAO

The National Center for Teacher Education

Multicultural Education Hub

Prosperidad Agusan del Sur

## Campus Registrar Unit

(Citizen's Charter)

Title of Frontline Service	: Enrollment of first year undergraduate students
Schedule of Availability of Service	: As scheduled in the University Calendar, 08:00 a.m. to 05:00 p.m.
Contact Persons	: CRU personnel
Clients Who May Avail of the Service	: Incoming first year students, transferees
Requirements	: SHS graduates - Original SHS report card, permanent record, original copy of certificate of good moral character, original copy of PSA- or NSO-authenticated birth certificate, long brown envelope  Transferees - Original TOR, certificate of honorable dismissal, original copy of PSA- or NSO-authenticated birth certificate, long brown envelope
Duration	: 35 minutes and as scheduled
Fees	: None (Fees will be shouldered by UNIFAST by virtue of R.A. 10931)
Steps to Avail of the Service	:

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents/Other Requirements
1	Fill out online pre-enrollment form (link to be posted at the official Facebook page of PNU Mindanao Campus Registrar Unit and/or PNU Mindanao's official website)	Download the response, list to be used as basis for the distribution of students for classes/section	5 minutes	CRU personnel	None	Online pre-enrollment form response
2	Fill out online enrollment link – based on the final list of class/section (link to be posted at the official Facebook page of PNU Mindanao Campus Registrar Unit and/or PNU Mindanao's official website)	<ul style="list-style-type: none"> <li>Download the response, list per section to be used as basis for the student enlistment</li> <li>Assessment of fees</li> <li>Tagging for free tuition</li> </ul>	30 minutes	<ul style="list-style-type: none"> <li>CRU personnel</li> <li>Accounting Office personnel</li> <li>Cashier's Office personnel</li> </ul>	None	Online enrollment form response (by section)
3	Check the Facebook page and/or website regarding the announcement of schedule for the submission of documents and the releasing of the certificate of registration (COR)			CRU personnel	None	
4	Submit required documents and receive the certificate of registration (COR)	Accept, check documents, and release the certificate of registration (COR)	As scheduled	CRU personnel	None	For SHS graduates: original SHS report card, permanent record, original copy of certificate of good moral character, original copy of PSA- or NSO-authenticated birth certificate, long brown envelope  For transferees: original TOR, certificate of honorable dismissal, original copy of PSA- or NSO-authenticated birth certificate, long brown envelope
END OF TRANSACTION						

Title of Frontline Service	: Enrollment of second year to fourth year undergraduate students
Schedule of Availability of Service	: As scheduled in the University Calendar, 08:00 a.m. to 05:00 p.m.
Contact Persons	: CRU personnel
Clients Who May Avail of the Service	: Second year to fourth year undergraduate students
Requirements	: Online pre-enrollment form
Duration	: 45 minutes
Fees	: None (Fees will be shouldered by UNIFAST by virtue of R.A. 10931)
Steps to Avail of the Service	:

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents/Other Requirements
1	Fill out online pre-enrollment form (link to be posted at the official Facebook page of PNU Mindanao Campus Registrar Unit and/or PNU Mindanao's official website)	Download pre-enrollment form response, enlist subjects, forward list to the Accounting Office	15 minutes	CRU personnel	None	Online pre-enrollment form response
2		Assess fees	10 minutes	Accounting Office personnel	None	List of names based on the online pre-enrollment form
3		Tag free tuition	15 minutes	Cashier	None	List of names based on the online pre-enrollment form
4	Download and/or print generated certificate of registration (COR) from their PWEBSS Student Portal	Post announcement at the official Facebook page and/or official website for the downloading of COR	5 minutes	CRU personnel	None	
END OF TRANSACTION						







# PHILIPPINE NORMAL UNIVERSITY MINDANAO

The National Center for Teacher Education

Multicultural Education Hub

Prosperidad Agusan del Sur

Title of Frontline Service : Enrollment of CTP and graduate students

Schedule of Availability of Service : As scheduled in the University Calendar, 08:00 a.m. to 05:00 p.m.

Contact Persons : CRU personnel

Clients Who May Avail of the Service : CTP and graduate students

Requirements : Enlistment form

Duration : 40 minutes

Fees : Computed based on study load

Steps to Avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents/Other Requirements
1	Secure enlistment form from the Office of the Graduate Level Coordinator and select subjects to enroll	Review courses selected, advise on scheduling, course offerings, etc., sign enlistment form	20 minutes	Graduate Level Coordinator, Associate Dean	None	Enlistment form
2	Proceed to the CRU for enlistment of subjects	Enlist subjects	5 minutes	CRU personnel	None	Enlistment form
3	Proceed to the Accounting Office for assessment of fees	Assess fees	5 minutes	Accounting Office personnel	None	Enlistment form
4	Pay assessed fees in the Cashier's Office	Accept payment and issue official receipt	5 minutes	Cashier	None	Enlistment form, payment, official receipt
5	Claim certificate of registration (COR) from the CRU	Print and issue COR	5 minutes	CRU personnel	None	Enlistment form, payment, official receipt
END OF TRANSACTION						

Title of Frontline Service : Enrollment of irregular/re-admitted students

Schedule of Availability of Service : As scheduled in the University Calendar, 08:00 a.m. to 05:00 p.m.

Contact Persons : CRU personnel

Clients Who May Avail of the Service : Irregular/re-admitted students

Requirements : Enlistment form

Duration : 40 minutes

Fees : None (Fees will be shouldered by UNIFAST by virtue of R.A. 10931)

Steps to Avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents/Other Requirements
1	Secure enlistment form from the CRU and select subjects to enroll For re-admitted students: accomplish the re-admission form first before securing the enlistment form	Check leave form, authorized withdrawal form and re-admission form, issue enlistment form, advise on subject offerings, scheduling, etc.	20 minutes	CRU personnel	None	Leave form, authorized withdrawal form and re-admission form, enlistment form
2	Fill out enlistment form, select subjects to enroll	Enlist subjects	5 minutes	CRU personnel	None	Enlistment form
3	Proceed to the Accounting Office for assessment of fees	Assess fees	5 minutes	Accounting Office personnel	None	Enlistment form
4	Proceed to the Cashier's Office for "zero tuition" tagging Note: Late enrollees will pay for the late enrollment fee.	Tag enrollee	5 minutes	Cashier	None	Enlistment form
5	Claim certificate of registration (COR) from the CRU	Print and issue COR	5 minutes	CRU personnel	None	Enlistment form
END OF TRANSACTION						





# PHILIPPINE NORMAL UNIVERSITY MINDANAO

The National Center for Teacher Education

Multicultural Education Hub

Prosperidad Agusan del Sur

**Title of Frontline Service :** Issuance of documents

**Schedule of Availability of Service :** Monday to Friday, 08:00 a.m. to 05:00 p.m. for both onsite and online requests (eTOPS)

**Contact Persons :** CRU personnel

**Clients Who May Avail of the Service :** Students, alumni, government and non-government agencies

**Requirements :** Request form, general clearance for first request of TOR and diploma, affidavit of loss for request of second copy of diploma, affidavit for correction of name or birthday, authorization letter and photocopies of valid IDs for both requestor and authorized person, request letter and photocopy of marriage contract for change of marital status

**Duration :** 3 working days

<b>Fees :</b>	<b>Course Description - 1 month</b>	
	TOR (Baccalaureate)	Php 100.00 per page
	TOR (CTP/Masteral/Doctoral)	Php 500.00 per set
	Second copy of diploma (Baccalaureate)	Php 100.00
	Second copy of diploma(CTP/Masteral/Doctoral)	Php 500.00
	Certification/s	Php 50.00
	Authentication	Php 50.00 per page
	Course description	Php 100.00 per subject
	Documentary Stamp	Php 30.00 (one per document)

**Steps to Avail of the Service :**

Steps	Applicant/Client	Service Provider	Duration of Activity	Persons In Charge	Fees	Forms/Documents/Other Requirements
1	Secure application form for documents from the CRU  For online requests: visit the campus' official website <a href="http://www.pnumindanao.com">www.pnumindanao.com</a> and see eTOPS (Electronic Transactions and Office Processes and Services)	Check client's existing documents, issue application form/process request	10 minutes	CRU personnel	None	Application for documents
2	Fill out application form	Check entries  For online clients: informed through call or e-mail for additional documents needed (if there are any)	5 minutes	CRU personnel	None	Application for documents
3	Proceed to the Accounting Office for assessment of fees	Assess fees  For online clients: assessment of fees and steps for paying are e-mailed	5 minutes	Accounting Office personnel	None	Application for documents
4	Pay assessed fees in the Cashier's Office  For online clients: upload the proof of payment to the link provided in the email received	Accept payment and issue official receipt  For online clients: issuance of receipt may have a slight delay, at least a 24 hour payment reflection is observed  <i>Note: for failed transactions, client is immediately informed through call or e-mail by the concerned office</i>	5 minutes  30 minutes	Cashier	Based on assessed fees	Application for documents, uploaded proof of payment, official receipt
5	Present official receipt to the CRU  For online clients: receipt is forwarded to CRU from the Cashier's Office	Set schedule for release of documents, issue claim stub  For online clients: schedule is sent through text or email	5 minutes	CRU personnel	None	Application for documents, official receipt
6	Return on scheduled date or time of release	Release document/s requested  <i>Note: unclaimed document/s after 6 months are discarded</i>	3 days/30 minutes	CRU personnel	None	Claim stub, message
<b>END OF TRANSACTION</b>						

