



# **Student Affairs and Services Office**

## **Frontline Service**



## #1 Issuance of Certificate of Good Moral Character


This service facilitates the issuance of the certificate of good moral character for PNU students and alumni.

<b>Office or Division:</b>	Student Affairs and Services Office			
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>	PNU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
Transcript of Records (for employment/ transfer/ board exam/ admissions purposes)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for Certificate of Good Moral Character	<ul style="list-style-type: none"> <li>- SASO staff checks the submitted requirements</li> <li>- If in order, SASO staff instructs the Requesting Party to request to avail of the GMC via e-services</li> <li>- SASO staff accepts the request transaction in the e-services</li> </ul>		15 minutes	SASO Staff



	portal and directs the Requesting Party to log in the logbook and proceed to the Collection and Disbursement Unit			
2. Pay to Cashier's Office and obtain Official Receipt	<ul style="list-style-type: none"> <li>- SASO staff receives and checks the Official Receipt presented by the Requesting Party</li> <li>- SASO staff issues the Claim Slip to the Requesting Party</li> </ul>	PHP 50.00	5 minutes	SASO Staff
3. Wait for the advised date of the issuance of the GMC <i>Note: The processing time for the issuance of the Certificate of Good Moral Character is within two working days.</i>	<ul style="list-style-type: none"> <li>- SASO staff verifies records of student behavior and prepares the certification</li> <li>- SASO staff prepares GMC for signature</li> <li>- SASO Director approves and signs the</li> </ul>		15 minutes	SASO Staff SASO Director



	GMC			
4. Present the Claim Stub to the SASO staff and signs in the logbook	- SASO staff obtains the Claim Stub and releases the GMC		5 minutes	SASO Staff
5. Evaluate services	- Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey  Link: <a href="https://nnp.pnu.edu.ph/">https://nnp.pnu.edu.ph/</a>
<b>END OF TRANSACTION</b>		<b>Total Amount to be Paid PhP 50.00</b>	<b>Total Transaction Time 42 Minutes</b>	