



University Registrar's Office

External Services



#1 Undergraduate Enrolment

The Undergraduate Enrollment service facilitates student enlistment and registration at the university. Managed by the URO Undergraduate-In-Charge, this service ensures a smooth enrollment process for undergraduate students.

Office or Division:	University Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Number		Given upon admission to PNU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The regular students will enlist the subjects to be taken and proceed to Step 2. However, irregular students will personally see the URO undergraduate-in-charge for advising then enlistment..	Undergraduate-In-Charge will accommodate and advise irregular students as they come to effect consequential enlistment. PNU PWEBSS shows the enlisted subjects.	None	9 minutes	URO Undergraduate- In-Charge
2. Student confirms assessment online and prints registration form	PNU PWEBSS enrolment system shows the assessment and registration form	None	4 minutes	Student
3. Evaluate services	Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey



Link:
<https://nnp.pnu.edu.ph/>

END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time: 15 minutes	


#2 Enrolment in the Post-Baccalaureate (Post-Bac) and Graduate (Master's/ Doctorate) Programs

The Graduate Enrollment service facilitates student enlistment and registration at the university. Managed by the URO Graduate-In-Charge, this service ensures a smooth enrollment process for Graduate and Post-Baccalaureate students.

Office or Division:	University Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Post-Baccalaureate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Enlistment Form		From respective colleges (CAS/CTD/CALL/ICEHME) GSRO for Thesis/Dissertation Writing Enrolment		
PWEBSS Access		MISO		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student / College (CAS/ CTD/ INSTITUTES AND CALL) submits/ forward the pre-enlistment form	Student / College (CAS/ CTD/ INSTITUTES AND CALL) prepares pre-enlistment form	None	4 minutes	Program Adviser/College/



to Graduate-In-Charge for enlistment.				
2. Students will check the portal for the enlisted courses for the term. If the students are amenable to the list of courses they may proceed to Step 3. Otherwise, they should contact URO for clarification.	PNU PWEBSS / URO	None	3 minutes	URO Graduate-in-charge
3. Students check the portal on the availability of the order of payment showing the assessed fees.	PNU PWEBSS shows order of payment indicating the assessed fees.	None	3 minutes	Accounting Staff
4. Student prints Bank's copy of voucher (onsite bank transaction) / presents Order of Payment (onsite) and Pay onsite at the Cashier's Office (CDU) or payment facilities provided by the Accounting Unit. Student print/view official registration form.	PNU PWEBSS shows Bank's copy of voucher (onsite bank transaction)/ Order of Payment (onsite) Cashier's Office (CDU) or payment facilities accepts payment	None Depends on number of units taken	2 minutes	MISO Staff CDU Staff/ Payment Facilities
3. Evaluate services	Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey  Link: https://nnp.pnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time: 14 minutes	


#3 Request for Official Student Records

This process facilitates the request for official student records, including certifications, transcripts of records, and other academic documents. These records serve as official



proof of a student's enrollment, academic performance, and graduation status. All requests may be issued in 3 days time since they are categorized as simple and readily available.

Office or Division:	University Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Graduate and Undergraduate Students, Alumni, Foreign Students, Schools, Companies, Foreign and Local Evaluators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Application		eservices.pnu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates an Online Account using the Eservice portal and Request for Documents to be reviewed and accepted by the URO Staff	URO Staff reviews and accepts the application.	None	7 minutes	Application Window In-Charge
2. Pay onsite at the Cashier's Office (CDU) or payment facilities provided by the Accounting Unit	CDU/ Payment Facility accepts payment	Refer to Table of documents and fees	1 minute	CDU Staff
3. Client will receive a claim stub from the URO staff / receive an email for the availability of documents	URO Staff gives claim stub/emails for claiming date	None	1 minute	Application Window In-Charge
4. Evaluate services	Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey 



				Link: https://nnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time: 11 minutes	

Following are the documents that may be applied for including the fees needed to be paid.

DOCUMENT	PRICE (PHP)
Certifications	
1. Completion of Academic Requirements (CAR)	50
2. English as the Medium of Instruction	50
3. English Translation of Subjects from Filipino to English	50
4. Enrolment	50
5. Exemption from Special Order of Graduation (S.O.)	50
6. General Weighted Average (GWA)	50
7. Grades per term	50
8. Graduation	50
9. Units Earned	50



10. CAV (Certification, Authentication and Verification of Documents)	50
11. Checklist of Courses (Undergraduate Level)	50
12. Completion of Grades (Undergraduate Level /Graduate Level)	50 / 75
13. Prospectus	50
14. Certified True Copy of Entrance Data	50 per page
15. Certified True Copy / Authentication of Academic Documents	50 per page
16. Honorable Dismissal/Transfer Credential.	50
17. Permit to Study.	50
18. Withdrawal/Dropping of Courses.	N/A
19. Duplicate Diploma	100
20. Correction of Name / Birthday	N/A
21. Change of Family Name	N/A

Special Requirements :

For Duplicate Diploma:

- Notarized Affidavit of Loss or Damaged
- Documentary Stamp

For Correction of Name/ Birthday:



- Original (to be returned) and certified True Copy of Birth Certificate issued by PSA
- Joint Affidavit of Two Disinterested Persons
- Notarized Personal Affidavit on Correction of Name / Birthday
- CHED/PRC/Court Order or Decision (if applicable)

For Change of Family Name (for Female Married Students):

- Original (to be returned) and Photocopy of Marriage Contract (to be attached to Registrar's Copy of Registration Form)
- Court Order on Annulment of Marriage (if applicable)

For Permit to Study

- Permit to Study Form from the Division Office concerned
- Print-out of subjects currently enrolled
- Official Receipt for Tuition Fees (current term)


#4 Request for Official Student Records

This process facilitates the request for official student records, including certifications, transcripts of records, and other academic documents. These records serve as official proof of a student's enrollment, academic performance, and graduation status. All requests may be issued in 7 days time since they are categorized as complex and need more time to be processed.

Office or Division:	University Registrar's Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Graduate and Undergraduate Students, Alumni, Foreign Students, Schools, Companies, Foreign and Local Evaluators
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Online Application	eservices.pnu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates an Online Account using the Eservice portal and Request for	URO Staff reviews and accepts the application.	None	7 minutes	Application Window In-Charge



Documents to be reviewed and accepted by the URO Staff				
2. Pay onsite at the Cashier's Office (CDU) or payment facilities provided by the Accounting Unit	CDU/ Payment Facility accepts payment	Refer to Table of documents and fees	1 minute	CDU Staff
3. Client will receive a claim stub from the URO staff / receive an email for the availability of documents	URO Staff gives claim stub/emails for claiming date	None	1 minute	Application Window In-Charge
4. Evaluate services	Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey  Link: https://nnp.pnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time: 11 minutes	

Following are the documents that may be applied for and the processing time after receipt of Official Receipt (OR):


DOCUMENT	PRICE (PHP)
1. Transcript of Records Non (Undergraduate Level)	100 per page
2. Transcript of Records - Specialization (Undergraduate Level)	100



#5 Request for Official Student Records

This process facilitates the request for official student records, including certifications, transcripts of records, and other academic documents. These records serve as official proof of a student's enrollment, academic performance, and graduation status. All requests may be issued in 20 days time since they are categorized as archived documents and / or withheld because it needs additional documents for further verification before it can be processed.

Office or Division:	Admissions Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Graduate and Undergraduate Students, Alumni, Foreign Students, Schools, Companies, Foreign and Local Evaluators
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Online Application	eservices.pnu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates an Online Account using the Eservice portal and Request for Documents to be reviewed and accepted by the URO Staff	URO Staff reviews and accepts the application.	None	7 minutes	Application Window In-Charge
2. Pay onsite at the Cashier's Office (CDU) or payment facilities provided by the Accounting Unit	CDU/ Payment Facility accepts payment	Refer to Table of documents and fees	1 minute	CDU Staff
3. Client will receive a claim stub from the URO staff / receive an email for the availability of documents	URO Staff gives claim stub/emails for claiming date	None	1 minute	Application Window In-Charge
4. Evaluate services	Encourage client to accomplish NNP Survey Form	None	2 minutes	Ngiting Normal Client Satisfaction Survey 



				Link: https://nhpsnu.edu.ph/
END OF TRANSACTION		Total Amount to be Paid None	Total Transaction Time: 11 minutes	

Following are the documents (earlier than year 2000) that may be applied for including the fees needed to be paid.

DOCUMENT	PRICE (PHP)
1. Transcript of Records Non (Undergraduate Level)	100 per page
2. Transcript of Records - Specialization (Undergraduate Level)	100
3. Transcript of Records (Undergraduate Level)	200
4. Transcript of Records (Post-Bacc, MA, PhD)	500
5. Detailed Descriptions	50
Certification	
6. Completion of Academic Requirements (CAR)	50
7. English Translation of Subjects from Filipino to English	50
8. Exemption from Special Order	50
9. General Weighted Average (GWA)	50



For Online Application of Documents:

Please click on the link: <https://eservices.pnu.edu.ph/login>

For detailed step by step procedure in accessing the e-services portal please click any of the QR codes below depending on your need. They are also available in the e-service portal login window.



Create or Access Account



Request Transaction Onsite



Request Transaction Online

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<div>Clients can submit feedback through the Ngiting Normal Program (NNP) Survey, available online using the QR code or in print.</div> <div>Printed forms should be placed in the service officer's NNP drop box.</div>
How feedbacks are processed	The ARTSec Action Officer reviews the submitted feedback and provides necessary advice or instructions to the client.
How to file a complaint	Clients must file a complaint at the Anti-Red Tape Act Secretariat (ARTSec)



	<p>Desk by completing the required complaint form.</p> <ul style="list-style-type: none"> - For urgent concerns, clients should call ARTSec at 5317-1768 loc. 800. - For non-urgent concerns, clients can submit feedback via the NNP Survey.
How complaints are processed	The ARTSec reviews the complaint and provides a signed endorsement or letter-reply to the client. The client must then complete the NNP Form as part of the resolution process.
Contact Information of CCB, PCC, ARTA	<p>ARTSecretariat: Hotline: 5317-1768 loc 800</p> <p>Anti-Red Tape Authority (ARTA): Email: complaints@arta.gov.ph Hotline: 1-ARTA (2782) Mobile: 0920-925-3078 0998-856-8338</p> <p>Contact Center ng Bayan (CCB): Mobile: 0908-881-6565</p> <p>Presidential Complaint Center (PCC): Hotline: 8888</p>