



**TARLAC
STATE
UNIVERSITY**

2026

**CITIZEN'S CHARTER
HANDBOOK**

2ND EDITION





TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2026 (2nd Edition)



I. Mandate:

Republic Act No. 11695 or the “Revised Tarlac State University Charter” has lapsed into a law on April 11, 2022. The Tarlac State University shall primarily provide advance instruction and professional training in literature, philosophy, science and technology, and arts, and other relevant fields of study. It shall also undertake research and extension services and provide progressive leadership in its areas of specialization (*Section 2, Republic Act 11695*).

II. Vision

A globally competitive university recognized for excellence in sciences and emerging technologies.

III. Mission

TSU shall develop highly competitive and empowered human resources fostering responsive global education, future-proof research culture, inclusive and relevant extension programs, and sustainable production projects.

IV. Core Values:

Pursuant to its mandated mission, the Tarlac State University commits to embody:

T - ruth in words, action and character

S - ervice with excellence and compassion

U - nity in diversity

Strategic Directions:

S - ustainable student support programs to improve access to quality education to become globally competitive.

O - utstanding international reputation and visibility through Academic and Research Exchanges.

A - ssurance of quality and excellence through accreditation, assessment, and certification with global standards.

R - igoorous Development Programs for executives, faculty, staff, and students.

H - ighly responsive and innovative Research Development and Extension programs.

I - nvestment on modern Infrastructures, facilities and equipment to ensure inclusive and responsive delivery of services to clients and stakeholders.

G - ood governance, management, and accountability characterized by Truth Service and Unity.

H - arness active partnerships and collaboration to local and international community.

E - nhanced Production through Sustainable Income Generating Projects.

R - esponsive, Innovative and Industry-based Curricula and Instruction.



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TARLAC STATE UNIVERSITY

MAIN CAMPUS



OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT



Anti-Red Tape Unit

External Services



1. Processing of Request for a Copy of Documents and Various Reports

The service allows requesting colleges, offices, and units to receive a copy of documents or summary of reports such as copy of Citizen’s Charter, Time and Motion Study reports, Zero Backlog reports, and others for updating, streamlining or reengineering purposes.

Office or Division:		Anti-Red Tape Unit (ARTU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		TSU Colleges, Offices and Units, and Other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Document Request Form TSU-ART-SF-17 (1 Original Copy)		Anti-Red Tape Unit or download at https://tsu.edu.ph/media/cpzaxfta/tsu-art-sf-17-rev00-document-request-form-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Request: Proceed to the office of Anti-Red Tape Unit and submit the needed requirement. For Online Request: Send an email request, including the scanned copy of the needed requirement to artu@tsu.edu.ph or via MS Teams.	1.1 For Face-to-Face Request: Receives the submitted document and verifies its completeness. For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. <i>Note: Forms improperly filled out shall be returned to the requester.</i>	None	2 minutes	Data Controller Anti-Red Tape Unit
	1.2 For Copy of Citizen’s Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form.		For Face-to-Face: 15 minutes For Online Request: 10 minutes	



	For Time and Motion Study, and Zero Backlog Reports: Informs or responds to client to expect receipt of the request on the following working day.		3 minutes	
2. Receive the requested document/s according to requested document type.	2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference. For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.	None	For Face-to-Face Request: 2 minutes For Online Request: 3 minutes 4 hours	<i>Data Controller</i> Anti-Red Tape Unit
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	4 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy	None	15 minutes	<i>Data Controller</i> Anti-Red Tape Unit



	depending on client's preference.			
TOTAL FOR FACE-TO-FACE REQUEST OF CITIZEN'S CHARTER:		None	34 Minutes	
TOTAL FOR ONLINE REQUEST OF CITIZEN'S CHARTER:		None	31 Minutes	
TOTAL FOR FACE-TO-FACE REQUEST OF OTHER DOCUMENTS:		None	8 Hours & 20 Minutes	
TOTAL FOR ONLINE REQUEST OF OTHER DOCUMENTS:		None	8 Hours & 21 Minutes	

Note: In case of multiple document/s or report/s requested by a single client, the Anti-Red Tape Unit shall provide the document with lesser processing time first.



Anti-Red Tape Unit

Internal Services



1. Processing of Request for a Copy of Documents and Various Reports

The service allows requesting colleges, offices, and units to receive a copy of documents or summary of reports such as copy of Citizen’s Charter, Time and Motion Study reports, Zero Backlog reports, and others for updating, streamlining or reengineering purposes.

Office or Division:		Anti-Red Tape Unit (ARTU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		TSU Colleges, Offices and Units, and Other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Document Request Form TSU-ART-SF17 (1 Original Copy)		Anti-Red Tape Unit or download at https://tsu.edu.ph/media/cpzaxfta/tsu-art-sf-17-rev00-document-request-form-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Request: Proceed to the office of Anti-Red Tape Unit and submit the needed requirement. For Online Request: Send an email request, including the scanned copy of the needed requirement to artu@tsu.edu.ph or via MS Teams.	1.1 For Face-to-Face Request: Receives the submitted document and verifies its completeness. For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. <i>Note: Forms improperly filled out shall be returned to the requester.</i>	None	2 minutes	Data Controller Anti-Red Tape Unit
	1.2 For Copy of Citizen’s Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form.		For Face-to-Face: 15 minutes For Online Request: 10 minutes	



	For Time and Motion Study, and Zero Backlog Reports: Informs or responds to client to expect receipt of the request on the following working day.		3 minutes	
2. Receive the requested document/s according to requested document type.	2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference. For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.	None	For Face-to-Face Request: 2 minutes For Online Request: 3 minutes 4 hours	<i>Data Controller</i> Anti-Red Tape Unit
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	4 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy	None	For Hard Copy: 5 minutes For Soft Copy: 15 minutes	<i>Data Controller</i> Anti-Red Tape Unit



	depending on client's preference.			
TOTAL FOR FACE-TO-FACE REQUEST OF CITIZEN'S CHARTER:		None	34 Minutes	
TOTAL FOR ONLINE REQUEST OF CITIZEN'S CHARTER:		None	31 Minutes	
TOTAL FOR FACE-TO-FACE REQUEST OF OTHER DOCUMENTS:		None	8 Hours & 20 Minutes	
TOTAL FOR ONLINE REQUEST OF OTHER DOCUMENTS:		None	8 Hours & 21 Minutes	

Note: In case of multiple document/s or report/s requested by a single client, the Anti-Red Tape Unit shall provide the document with lesser processing time first.



2. Processing of Requests for Coaching and Mentoring

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002.

Office or Division:	Anti-Red Tape Unit (ARTU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR EXISTING OFFICE / COLLEGE / UNITS				
1. Existing Citizen’s Charter/s of the College / Office / Unit (1 Original Copy or Electronic Copy)		The client will provide		
2. Accomplished Service Request Form TSU-ART-SF-02 (1 Original Copy)		Anti-Red Tape Unit or download at https://tsu.edu.ph/media/2hrbefex/tsu-art-sf-02-rev01-service-request-form.docx		
B. FOR NEW OFFICE / COLLEGE / UNITS				
1. Accomplished Service Request Form TSU-ART-SF-02 (1 Original Copy)		Anti-Red Tape Unit or download at https://tsu.edu.ph/media/2hrbefex/tsu-art-sf-02-rev01-service-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an email request to artu@tsu.edu.ph or via MS Teams for Coaching and Mentoring For Face-to-Face Request: Visit the Anti-Red Tape Unit and fill out the Service Request Form. <i>Note: If with existing Citizen’s Charter, submit as required.</i>	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and requests to resend the same to the office’s email. For Face-to-Face Request: Receives the request including the existing Citizen’s Charter, if any and proceed to Agency Action No. 1.3.	None	5 minutes	<i>Unit Head & Data Controller</i> Anti-Red Tape Unit
	1.2 For Online Request:	None	5 minutes	<i>Unit Head & Data Controller</i> Anti-Red Tape Unit



	Downloads the filled-out service request.			
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability.	2.1 Checks available schedule and updates the client.	None	1 hour	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
	2.2 Prepares presentation aids.	None	1 working day	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
3. Attend the scheduled coaching and mentoring session.	3.1 Conducts coaching and mentoring regarding the requirements of RA 11032.	None	3 hours	<i>Unit Head Anti-Red Tape Unit</i>
	3.2 For Clients with Existing Citizen's Charter: Informs client about the corrections and suggestions on their existing Citizen's Charter.	None		<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
4. Accomplish Customer Satisfaction Measurement (CSM) tool according to the service provided.	4. Issues Customer Satisfaction Measurement (CSM) tool to be answered by the client.	None	2 minutes	<i>Data Controller Anti-Red Tape Unit</i>
TOTAL FOR ONLINE REQUEST:		None	1 Working Day, 7 Hours & 12 Minutes	
TOTAL FOR FACE-TO-FACE REQUEST:		None	1 Working Day, 7 Hours & 7 Minutes	



3. Processing of Request for Review and Evaluation of Citizen’s Charter

This service allows the colleges, offices and units of the university to submit their Citizen’s Charter/s and be reviewed by the assigned unit based on the Implementing Rules and Regulations set by Anti-Red Tape Authority for the compliance of ARTA Memorandum Circular 219-002A.

Office or Division:	Anti-Red Tape Unit (ARTU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Citizen’s Charter/s (1 Original Copy or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Traditional Submission: Submit the latest Citizen’s Charter/s to Anti-Red Tape Unit. For Online Submission: Send the latest Citizen’s Charter/s via MS Teams artu@tsu.edu.ph .	1.1 For Traditional Submission: Receives the submitted Citizen’s Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the Citizen’s Charter/s.	None	2 minutes	Data Controller Anti-Red Tape Unit
	1.2 Conducts first-level review of the Citizen’s Charter/s according to the requirements stated on the Reference B of ARTA MC 2019-002A.	None	5 working days	Data Controller Anti-Red Tape Unit
	1.3 Fills out the Citizen’s Charter Evaluation Form/s for the corrections found and additional remarks.	None		Data Controller Anti-Red Tape Unit
	1.4 For Citizen’s Charter with New Services: Forwards the Citizen’s Charter/s and Citizen’s	None	2 minutes	Data Controller Anti-Red Tape Unit



	Charter Evaluation Form/s for second-level review and signature. <i>Note: Citizen's Charter with no new services will no longer undergo 2nd level review.</i>			
	1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s. <i>Note: Citizen's Charter with no new services will no longer undergo 2nd level review.</i>	None	5 working days	Unit Head Anti-Red Tape Unit
2. For Citizen's Charter/s with Major Concerns: Attend coaching and mentoring session and receive reviewed Citizen's Charter/s for revision. For Citizen's Charter/s with Minor Concern/s: Receive reviewed Citizen's Charter/s for revision.	2. For Citizen's Charter/s with Major Concerns: Seeks confirmation, from the office concerned, on the suggested inputs during a series of reviews thru coaching and mentoring session. For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and informs the client of the minimal concerns.	None None	1 hour 10 minutes	Unit Head & Data Controller Anti-Red Tape Unit Data Controller Anti-Red Tape Unit



3. For Traditional Submission: Submit the latest Citizen's Charter/s to Anti-Red Tape Unit. For Online Submission: Send the latest Citizen's Charter/s via MS Teams artu@tsu.edu.ph .	3.1 For Traditional Submission: Receives the submitted revised Citizen's Charter/s.	None	5 working days	Data Controller Anti-Red Tape Unit
	For Online Submission: Acknowledges receipt of the email and downloads the revised Citizen's Charter/s.			
	3.2 Reviews revised Citizen's Charter/s for finality.	None	3 hours	Data Controller Anti-Red Tape Unit
	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None		Data Controller Anti-Red Tape Unit
TOTAL PROCESSING TIME FOR CITIZEN'S CHARTER WITH MAJOR CONCERNS:		None	15 Working Days, 4 Hours & 4 Minutes	
TOTAL PROCESSING TIME FOR CITIZEN'S CHARTER WITH MINOR CONCERNS:		None	15 Working Days, 3 Hours & 14 Minutes	

Note: Processing of Request for Review and Evaluation of Citizen's Charter is a multi-stage process. The Anti-Red Tape Unit is only responsible for the first and second level review of the office's / unit's or college's Citizen's Charter/s.

** The total turnaround time considers the availability of the signatory and processing time for the concerned office, unit or college to revise their initial Citizen's Charter and is intended for multiple Citizen's Charter submitted by the client.*

** For single service to be reviewed, 2 working days shall be allotted for the first-level review of Data Controller and an additional 2 working days for the second-level review of the Unit Head of Anti-Red Tape Unit.*



Hardware Maintenance Unit

Internal Services



1. Process for Inspection of Condemn ICT Equipment

The service allows the condemn of unserviceable Information and Communications Technology (ICT) equipment for disposal.

Office or Division:	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished ICT Equipment Inspection Form (1 Original Copy and 1 Duplicate Copy)		Office of Management Information Systems		
2. Property Acknowledgement Receipt (1 Original Copy and 1 Duplicate Copy)		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) to request the technical inspection officer for the inspection of the ICT device.	1. Assesses the ICT device based on the Property Acknowledgement Receipt.	None	4 hours	Inspection Officer Office of Management Information Systems
2. Sign the ICT Equipment Inspection Form.	2. Presents the ICT Equipment Inspection Form to the client to be signed by the accountable personnel.	None	5 minutes	Inspection Officer Office of Management Information Systems
3. Present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU).	3. Coordinates with the Supply & Property Management Unit (SPMU) for validation of the inspection.	None	5 minutes	Inspection Officer Office of Management Information Systems



				Staff Supply and Property Management Unit
TOTAL:		None	4 Hours & 10 Minutes	



2. Process for Inspection of New ICT Equipment

The service allows the inspection of new Information and Communications Technology (ICT) equipment delivered to the university.

Office or Division:	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Supply and Property Management Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Inspection and Acceptance Report Form (1 Original Copy)		The client will provide		
2. Accomplished Request for Inspection Form (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for inspection of new ICT devices from the inspection officer.	1. Proceeds with the inspection of the equipment.	None	1 hour	Inspection Officer Office of Management Information Systems
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems
TOTAL:		None	1 Hour & 10 Minutes	



3. Process for Software Installation

The service allows the installation of various software applications needed by end-users.

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for software installation.	1.1 Proceeds to the client's office and performs the software installation.	None	5 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
	1.2 Downloads necessary installation files and install the software	None	1 hour	<i>Hardware Technician</i> Hardware Maintenance Unit
2. Fill out and sign the Service Request Form.	2. Have the client fill out and sign the Service Request Form.	None	3 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
TOTAL:		None	1 Hour & 8 Minutes	



4. Processing of Request for Technical Assistance

The service allows the provision of technical assistance to the different stakeholders of the University.

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the needed technical assistance.	1.1 Receives and acknowledges the call of the client requesting technical assistance.	None	3 minutes	Personnel Hardware Maintenance Unit
	1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	1 working day	Personnel Hardware Maintenance Unit
2. Fill out and sign the Service Request Form.	2. Have the client fill out and sign the Service Request Form.	None	3 minutes	Personnel Hardware Maintenance Unit
TOTAL:		None	1 Working Day & 6 Minutes	



5. Processing of Request to Repair an ICT Equipment

The service allows the troubleshooting and repair of the Information and Communications Technology (ICT) equipment of end-users.

Office or Division:	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the problem encountered on the hardware.	1.1 Proceeds to the client’s office to assess the problem encountered with the equipment.	None	10 minutes	Hardware Technician Hardware Maintenance Unit
	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	Hardware Technician Hardware Maintenance Unit
2. Fill up Technical Services Logbook to be provided by the Hardware Technician and submit the accomplished form.	2. Provides the Service Request Form and secures after the client finished filling it out.	None	3 minutes	Hardware Technician Hardware Maintenance Unit
TOTAL:		None	1 Working Day & 13 Minutes	



Network Development Unit

Internal Services



1. Processing of Request to Create or Reset TSU User Account

This service allows clients to request TSU user account creation and password reset for access to the TSU Network.

Office or Division:	Office of Management Information Systems – Network Development Unit (OMIS-NDU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Create/ Reset TSU User Account Form TSU-MIS-SF-92 (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Office of Management Information System – Main Campus.	1.1 Receives and verifies the submitted requirement.	None	3 minutes	Staff Network Development Unit
	1.2 Creates or resets the reviewed TSU User Account.	None	5 minutes	Staff Network Development Unit
2. Receive the User Credential needed to log into the TSU Network.	2. Provides the User Credentials required to log into the TSU Network.	None	3 minutes	Staff Network Development Unit
TOTAL:		None	11 Minutes	



2. Processing of Request to Grant Virtual Private Network (VPN) Access

This service allows clients to request authorization of Virtual Private Network access (VPN) for TSU employees, allowing secure access to the University’s applications over internet.

Office or Division:	Office of Management Information Systems – Network Development Unit (OMIS-NDU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished or Duly Signed VPN Access Form <i>TSU-MIS-SF-65</i> (1 Original Copy)		Office of Management Information Systems or download at https://tsu.edu.ph/media/nljpkmp3/tsu-mis-sf-65-vpn-access-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement to the Office of Management Information System – Main Campus.	1.1 Checks the completeness and accuracy of the submitted requirement.	None	3 minutes	Network Technician Network Development Unit
	1.2 Assists the client with any clarification regarding the requirement.	None	3 minutes	Network Technician Network Development Unit
2. Submit the properly filled-out requirement to the Office of Management Information System – Main Campus. <i>Note: Users are required to bring the computer or device for VPN software installation upon submission of the request.</i>	2.1 Receives and rechecks the completeness and accuracy of the submitted form.	None	3 minutes	Network Technician Network Development Unit
	2.2 Installs the VPN software to the computer/ machine.	None	30 minutes	Network Technician Network Development Unit
	2.3 Facilitates user orientation on the VPN software.	None	30 minutes	Network Technician Network Development Unit
TOTAL:		None	1 Hour & 9 Minutes	



3. Processing of Wi-Fi Access Registration

This service allows employees and students to request access for Wi-Fi connection within the University premises.

Office or Division:	Office of Management Information Systems – Network Development Unit (OMIS-NDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Wi-Fi Access Registration Form <i>TSU-MIS-SF-10</i> (1 Original Copy)		Office of Management Information Systems or download at https://tsu.edu.ph/media/jdolzu0c/tsu-mis-sf-10-wifi-access-registration-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Office of Management Information System – Main Campus.	1.1 Receives and verifies the completeness and accuracy of the submitted requirement. <i>Note: If disapproved, inform the client of the reason through written notice.</i>	None	4 minutes	<i>Network Technician</i> Network Development Unit
	1.2 For Employees: Registers the device. For Students: Provides guidance on how to access their voucher.	None	5 minutes	<i>Network Technician</i> Network Development Unit
2. For Employees: Receive a notification regarding the successful granting of access to the university Wi-Fi. For Students: Generate a voucher via	2. For Employees: Notifies that their device has been successfully registered to access the university Wi-Fi. For Students: Notifies and guide the student	None	2 minutes	<i>Network Technician</i> Network Development Unit



student portal.	on how to use their voucher to access/ log in to the university Wi-Fi.			
TOTAL:		None	11 Minutes	



4. Processing of Request for Wi-Fi Setup/Deployment

This service allows clients to request the temporary deployment of Wi-Fi facilities in designated areas within the University premises where Wi-Fi service is required.

Office or Division:	Office of Management Information Systems – Network Development Unit (OMIS-NDU)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Wi-Fi Setup/Deployment Form TSU-MIS-SF-90 (1 Original Copy)		Office of Management Information Systems or download at https://tsu.edu.ph/media/04eh4qzh/tsu-mis-sf-90-wifi-setup-deployment.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Office of Management Information System – Main Campus. <i>Note: If a request is given less than a week before the event, the client must provide the reason; the request was only given on short notice.</i>	1.1 Receives and verifies the completeness and accuracy of the submitted requirement. <i>Note: If disapproved, inform the client of the reason through written notice.</i>	None	5 minutes	<i>Network Technician</i> Network Development Unit
	1.2 Verifies the availability of equipment on the scheduled date and surveys the location to check for network connectivity. <i>Note: If there is no equipment available the client will be informed of the matter.</i>	None	2 working days	<i>Network Technician</i> Network Development Unit <i>Hardware Technician</i> Hardware Maintenance Unit
	1.3 Prepares all equipment to ensure that all required connections and devices are properly set up,	None	1 working days	<i>Network Technician</i> Network Development Unit



	configured and working.			
	1.4 Deploys to the requested location and notify the client when complete.	None	1 hour	<i>Network Technician</i> Network Unit <i>Hardware Technician</i> Hardware Maintenance Unit
2. Inform the Office of Management Information Systems that the event is finished.	2. Receive information about event completion and retrieves the equipment once the event is done.	None	1 hour	<i>Network Technician</i> Network Development Unit <i>Hardware Technician</i> Hardware Maintenance Unit
TOTAL:		None	3 Working Days, 2 Hours & 5 Minutes	



5. Processing of Request for Network Cabling

This service allows clients to request for installation of cables for a new network connection.

Office or Division:	Office of Management Information Systems – Network Development Unit (OMIS-NDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Network Cabling <i>TSU-MIS-SF-87</i> (1 Original Copy)		Office of Management Information Systems (OMIS) or download at https://tsu.edu.ph/media/lsfp2mf5/tsu-mis-sf-87-request-for-network-cabling-5.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Office of Management Information System – Main Campus.	1.1 Receives and verifies the completeness and accuracy of the submitted requirement. <i>Note: If disapproved, inform the client of the reason through written notice.</i>	None	3 minutes	Network Computer Technician Network Development Unit
	1.2 Check whether there are available supplies.	None	10 minutes	Network/Computer Technician Network Development Unit
2. Receive notification and agree on the scheduled date for network cabling.	2. Coordinates the scheduled date for network cabling.	None	20 minutes	Network/Computer Technician Network Development Unit
3. Coordinate the layout of workstations area.	3. Performs cabling activities at the scheduled date and agreed layout.	None	2 working days	Network/Computer Technician Network Development Unit
4. Fill up the Service Request Form	4. Inform the client to fill out the Service Request	None	5 minutes	Network/Computer Technician



(TSU-MIS-SF-88).	Form (TSU-MIS-SF-88).			Network Development Unit
TOTAL:		None	2 Working Days & 38 Minutes	



Office of Internal Audit Service

Internal Services



1. Processing of Request for Audit Reports

This service allows the Office of the Commission on Audit, and University colleges, offices, and units to obtain a copy of audit reports.

Office or Division:	Office of Internal Audit Service (OIAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter to Obtain a Copy of Audit Report (1 Original Copy)		Office of the University President and/ or The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to the Office of the University President for approval.	1.1 Receives approved request letter and records it in the logbook.	None	1 minute	Clerk Office of Internal Audit Service
	1.2 Sends the approved request letter to the Office of Internal Audit Service Director.	None	1 minute	Clerk Office of Internal Audit Service
	1.3 Locates needed report and reproduces it.	None	45 minutes	Clerk Office of Internal Audit Service
	1.4 Records the distribution of the requested report.	None	1 minute	Clerk Office of Internal Audit Service
2. Receive the requested report.	2. Sends the requested report to the recipient.	None	1 minute	Clerk Office of Internal Audit Service
TOTAL:		None	49 Minutes	



Office of Management Information Systems

Internal Services



1. Process for Account Creation and Assigning of Privileges

The service allows the creation of accounts and assigning of privileges to employees and students.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed System Access and Privilege Request Form TSU-MIS-SF-26 (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yjrh3sf5/tsu-mis-sf-26-system-access-and-privilege-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s, return the form and inform the missing detail/s.</i>	None	3 minutes	Software Unit Staff/Clerk Office of Management Information Systems
	1.2 Creates an account and assigns the necessary privileges.	None	7 minutes	Software Unit Staff/Clerk Office of Management Information Systems
2. Receive notification of account creation or privilege assignment.	2. Notifies the client once the account has been created or privilege has been assigned.	None	2 minutes	Software Unit Staff/Clerk Office of Management Information Systems
TOTAL:		None	12 Minutes	



2. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request to Change Posted Schedule Form <i>TSU-MIS-SF-17</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/r0einaid/tsu-mis-sf-17-request-change-posted-schedule.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Changes the posted schedule as requested.	None	3 working days	Clerk Office of Management Information Systems
2. Receive notification of successful change in posted schedule or failure in changing and updating of posted schedule.	2. Notifies the client once the request has been finished. <i>Note: If there is a conflict and the schedule cannot be updated, inform the client via MS Teams, Telephone, or Email.</i>	None	2 minutes	Clerk Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

Note: The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



3. Process for Office 365 Account Assistance

The service allows the creation and reset of verification method of Office 365 account.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Office 365 Assistance Request Form <i>TSU-MIS-SF-66</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/tnvn3d0w/tsu-mis-sf-66-office-365-assistance-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	2 minutes	Staff Office of Management Information Systems
	1.2 Creates an Office 365 account.	None	8 minutes	Staff Office of Management Information Systems
2. Receive temporary login credentials.	2. Gives the credentials to the user. If the request is done online, the credentials will be given via email.	None	2 minutes	Staff Office of Management Information Systems
TOTAL:		None	12 Minutes	

Note: The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



4. Process for Tagging or Untagging of Faculty, Room, and/or Schedule

The service allows the tagging and untagging of faculty, room, and schedule to respective classes.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request to Tag or Untag Faculty / Room / Schedule Form TSU-MIS-SF-19 (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/tmleo0jm/tsu-mis-sf-19-request-to-tag-untag-facultyroom.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Tags or untags the faculty, room, or schedule.	None	10 minutes	Staff Office of Management Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Staff Office of Management Information Systems
TOTAL:		None	15 Minutes	

Note: The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



5. Process for Tagging/Untagging of Honorarium Classes

The service allows the tagging and untagging of honorarium classes to faculty.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Tagging of Honorarium Form TSU-MIS-SF-20 (1 Original Copy)		Office of Management Information Systems or download at (https://www.tsu.edu.ph/media/fumlljez/tsu-mis-sf-20-honorarium-list.docx)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Processes the tagging or untagging of honorarium class.	None	3 working days	Clerk Office of Management Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

Note: The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



6. Processing or Request to Transfer Students

The service allows the official transfer of students from one section to another.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yyac5bma/tsu-mis-sf-38-request-to-transfer-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Processes the transfer of students.	None	3 working days	Clerk Office of Management Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger, or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

Note: The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



Office of Public Affairs

Internal Services



1. Process for Posting of Print/Social Media/TSU Website Materials

The service allows the posting of materials through print, social media, and/or TSU website materials.

Office or Division:		Office of Public Affairs (OPA)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail:		TSU Students and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Material for Posting (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements to the Office of Public Affairs.	1.1 Receives and reviews the content of material/s for posting.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
	1.2. If the Material/s for Posting is Approved: Posts through the preferred platform (bulletin boards, social media, TSU website, or can be both). If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive notification that material/s is/are already posted.	2. Notifies the client if material/s is/are already posted.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	17 Minutes	



2. Process for Publication of Online News

The service allows clients to get information on the programs, projects, and activities in the university via TSU website and social media platforms.

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of Event, Program Flow (if any) or News Article (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit information or news article to Office of Public Affairs.	1.1 Receives and proofreads the received file for write-up or revision.	None	3 working days	Technical Staff Office of Public Affairs
	1.2 Deploys staff to cover the event/activity and writes an article afterwards.	None	6 working days	
	1.3 Finalizes the output.	None	2 hours	Director Office of Public Affairs
	1.4 Uploads the article to TSU website and social media platform.	None	13 minutes	Technical Staff Office of Public Affairs
TOTAL:		None	9 Working Days, 2 Hours & 13 Minutes	

Note: The total turnaround time varies depending on the duration of each event being covered.



3. Process for Requesting Electronic Copy of Photos, Videos or Files

The service allows the requesting of electronic copy of photos, videos or files used in university materials, projects, and such.

Office or Division:		Office of Public Affairs (OPA)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail:		TSU Students and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Electronic Copy of Photos/Videos or Files TSU-PAI-SF-08 (1 Original Copy or Electronic Copy)		Office of Public Affairs or Fill out https://forms.office.com/r/UWrrC3jkL2		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos / videos or files through online (email at <i>heldesk@tsu.edu.ph</i> and <i>opai@tsu.edu.ph</i>) or logbook.	1. Receives and reviews the form submitted.	None	5 minutes	<i>Technical Staff</i> Office of Public Affairs
		None	8 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive notification on the status of request.	2. <i>If the Request is Approved:</i> Sends the file/s through email or MS Teams. <i>If the Request is Disapproved:</i> Informs the requestor via email or MS Teams on the reason/s for the disapproval.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	16 Minutes	



4. Processing of Request for Coverage of University Activities

The service allows the production of photos and videos of university activities and events. The output also serves as material for articles and layout design to be published on the TSU website, TSU Bulletin, TSU Annual Report and social media platforms.

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form Coverage of Events or Activities TSU-PAI-SF-09 (1 Original Copy)		Office of Public Affairs or Fill out https://forms.office.com/r/yx5RtpRTar		
2. Details of Event, Program Flow, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form to Office of Public Affairs and receive affirmation on the request.	1. Receives and verifies submitted request form. <i>Note: If form is improperly filled out, return and inform client.</i>	None	3 minutes	Technical Staff and/or Director Office of Public Affairs
2. Receive the notification on the status of the request via email or Ms. Teams	2. If the Request is Approved: Sends notification through email or MS Teams. If the Request is Disapproved: Informs the client via email or MS Teams on the reason/s for the disapproval.	None	7 minutes	Technical Staff and/or Director Office of Public Affairs
3. Provide program flow (if any).	3.1 Attends the activity or event.	None	6 working days	Technical Staff and/or Director Office of Public Affairs
	3.2 Uploads the photos/videos to available storage for safekeeping.	None	1 hour	Technical Staff Office of Public Affairs
TOTAL:		None	6 Working Days, 1 Hour & 10 Minutes	

Note: The total turnaround time varies depending on the duration of each event being covered



Office of the University Board Secretary

Internal Services



1. Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums

The service allows offices, units, and colleges of the university to secure administrative council resolution, board resolutions or board referendum to be informed on the matters the Administrative Council or Board of Regents voted on.

Office or Division:	Office of the University Board Secretary (OUBS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Units or Offices of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Administrative Council Resolutions: Letter of Request for Administrative Council Resolution (1 Original Copy, 1 Certified True Copy, or 1 Photocopy)		The client will provide		
2. For Board Resolutions: Letter of Board Resolution (1 Original Copy, 1 Certified True Copy, or 1 Photocopy)				
3. For Board Referendum: Letter of Referendum (1 Original Copy, 1 Certified True Copy, or 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Office of the University Board Secretary.	1. Receives and reviews the request.	None	2 hours	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
2. Provide additional information about the administrative council resolution, board resolution or referendum request.	2.1 Conducts short interview to the client regarding the request.	None	4 hours	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
	2.2 Prepares the requested resolutions (either Administrative, or Board Resolution, or referendum)	None		
3. Receives the requested administrative council resolution, board	3. Releases the requested administrative council resolution, board resolution or referendum.	None		



resolution or referendum. If disapproved: Receives notification about the disapproval of the request.	If disapproved: Informs the client that the agenda is deferred and discontinued.			
TOTAL:		None	6 Hours	



Office of the University Legal Counsel

Internal Services



1. Processing of Request for Document Review

The process of document review is to ensure that the contracts and agreements are consistent with the university's policies and standards, as well as applicable laws and regulations.

Office or Division:	Office of the University Legal Counsel (OULC)			
Classification:	If the Document is in Order: Complex If the Document is for Revision: Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request, <i>if available</i> (1 Original Copy)		The client will provide		
2. Document for review (1 Photocopy)		The client will provide		
3. Accomplished and Duly Signed Document Review Request Form <i>TSU-LEG-SF-03</i> (1 Original Copy)		Office of the University Legal Counsel or Office of the University President		
4. For documents involving juridical persons, provide: a. Articles of Incorporation or Certificate of Incorporation, if applicable; (1 Original Copy) b. Authority of the Representative to enter into a contract; (1 Original Copy) c. Government-issued identification card with three (3) specimen signature of the authorized representative. (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely all the needed requirements to the Office of the University President for the endorsement of review.	1.1 Receives and verifies the submitted request and requirements. <i>Note: If submitted requirements are incomplete, return them to the client and inform them about the lacking.</i>	None	1 working day	Staff Office of the University President
	1.2 Endorses the request for review to the Office of the University Legal Counsel.	None	1 working day	Staff Office of the University President
	1.3 Receives and records the receipt of the request in the electronic database and in	None	10 minutes	Staff Office of the University Legal Counsel



	the physical logbook.			
	1.4 Forwards the request to the legal assistant for review.	None	5 minutes	<i>Staff</i> Office of the University Legal Counsel
	1.5 Reviews the document if it conforms with the University policies and standards, as well as applicable laws and regulations. If the document doesn't conform with the University policies, standards, laws and regulations, the legal assistant shall indicate comments regarding the same.	None	2 working days	<i>Legal Assistant</i> Office of the University Legal Counsel
	1.6 Records the comments in the document review form (<i>TSU-LEG-SF-02</i>) and signs the same.	None		<i>Legal Assistant</i> Office of the University Legal Counsel
	1.7 Forwards the document and the document review form to the University Legal Counsel for conformity.	None	15 minutes	<i>Legal Assistant</i> Office of the University Legal Counsel
	1.8 If the University Legal Counsel has comments, incorporates the same in the document review form. If the University Legal Counsel conforms with comments of the legal assistant, signs the	None	1 working day	<i>Legal Counsel</i> Office of the University Legal Counsel



	document review form.			
2. If the document is for revision: Receive email through MS Teams containing the document for revision and revise the document in accordance with the comment of the Office of University Legal Counsel.	2.1 If the document is for revision: Forwards the scanned copy of the document with the comments to the end-user / concerned office for revision through MS Teams. If the document is in order: Forwards the document with the comments in TSU-LEG-SF-02 to the Office of the University President.	None	3 working days	<i>Staff</i> Office of the University Legal Counsel
		None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	2.2 Notifies the end-user/client through MS Teams that the document has been forwarded to the Office of the University President	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	2.3 Requests the end-user/client to accomplish and submit the client satisfaction measurement online.	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
3. If the document is for second review: Forwards the revised document to the Office of the University Legal Counsel for checking of compliance with the comments through MS Teams	3.1 Receives the revised documents and records the same	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	3.2 Forwards to the reviewing legal assistant for verification of comments and revisions	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	3.3 Reviews the revised document	None	1 working day	<i>Legal Assistant</i> Office of the University Legal Counsel
	3.4 Forwards the revised document	None	15 minutes	<i>Legal Assistant</i>



	and the document review form to the University Legal Counsel for conformity.			Office of the University Legal Counsel
	3.5 If the University Legal Counsel conforms with comments of the legal assistant, signs the document review form	None	1 working day	<i>Legal Counsel</i> Office of the University Legal Counsel
	3.6 If the document is in order, forwards the document with the comments in TSU-LEG-SF-02 to the Office of the University President	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	3.7 Notifies the end-user/client that the document has been forwarded to the Office of the University President	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	3.8 Requests the client to accomplish and submit the client satisfaction measurement online	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
TOTAL IF THE DOCUMENT IS IN ORDER AND READY FOR EXECUTION:		None	6 Working Days & 15 Minutes	
TOTAL IF THE DOCUMENT IS FOR REVISION (SECOND REVIEW):		None	10 Working Days, 2 Hours & 15 Minutes	



Quality Management Unit

External Services



1. Processing of Requests for QMS Registered Documents for Various Purposes

This service allows accrediting bodies and other interested parties to request and have copies of TSU’s documented information. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/ registered in the Quality Management Unit and being controlled by the Document Control Officer.

Note: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read thru TSU website.

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the University President with the Following Information: (1 Original Copy or Electronic Copy) • Full Name of the Client/Requestor • Office/Unit/College • Email Address • Specific Document Requested • Purpose(s) • Signature of the Requestor		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit request letter to the Quality Management Unit. For Online: Send an electronic copy of the request letter via email thru pres_office@tsu.edu.ph <i>Note: The processing time will start from the receipt of the Endorsement</i>	1. Receives the Endorsement Form from the Office of the President together with the attached approved letter of request and assign its unique reference number then forward it to the officer in charge.	None	1 hour	Staff-in-Charge Quality Management Unit



<i>form from the Office of the University President.</i>				
2. For Online: Receive an email reply from Quality Management Unit acknowledging receipt of the request.	2.1 For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.	None	1 hour	<i>Document Control Officer</i> Quality Management Unit
	2.2 Reviews and evaluates the received Endorsement Form and searches for the requested document.	None	1 hour	<i>Document Control Officer</i> Quality Management Unit
	2.3 For Walk-In: Reproduces the requested document. <i>Note:</i> <i>Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Affairs and Auxiliary Services Office.</i> For Online: Prepares the requested document and consults with the Unit Head for the review and release of the pertinent document, then proceed to Agency Action no. 2.5.	None	1 working day	<i>Document Control Officer</i> Quality Management Unit
	2.4 Stamps the reproduced document with an	None	5 hours	<i>Document Control Officer</i>



	“Uncontrolled Copy” mark and consults with the Unit Head for the review and release of the pertinent document.			Quality Management Unit
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Quality Management Unit
3. For Walk-In: Review the completeness of the requested documents and receive the requested document and sign in the receiving column of the Logbook. For Online: Receive an email reply from the Quality Management Unit regarding the requested data	3.1 For Walk-In: Issues the requested document. For Online: Sends an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document	None	2 hours	Document Control Officer Quality Management Unit
	3.2 Fills out the “Action Taken” portion of the Document Request Form and files the form	None	1 hour	Document Control Officer Quality Management Unit
	TOTAL FOR WALK-IN TRANSACTION:	None	2 Working Days & 5 Hours	
	TOTAL FOR ONLINE TRANSACTION:		2 Working Days & 1 Hour	



Quality Management Unit

Internal Services



1. Processing Requests for Coaching and Mentoring on Preparation of Operations Manual and other Documented Information

This service allows clients to request the review and evaluation of Operations Manuals and other documented information via coaching and mentoring prior to document registration.

Office or Division:		Quality Management Unit (QMU)		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		TSU Colleges, Offices, Units, and Centers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly signed Service Request Form <i>TSU-QMU-SF-36</i> (1 Original Copy or 1 Electronic Copy)		Quality Management Unit or download from TSU website at https://tsu.edu.ph/media/2lckzcz3/tsu-qmu-sf-36-rev00-service-request-form.docx		
2. Draft of Operations Manual (1 Original or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Request: Submit the needed requirements to the Quality Management Unit, 3 rd floor, Mixed-use building, Main Campus. For Online Request: Submit the needed requirements via email (qmu@tsu.edu.ph)	1.1 For Face-to Face Request: Receives and conducts initial checking of the completeness of the submitted requirements. For Online Request: Acknowledges and conducts initial checking of the completeness of the submitted requirements. <i>Note: If incomplete, informs the client to submit the lacking requirements via email or MS Teams.</i>	None	30 minutes	<i>Assistant Document Control Officer</i> Quality Management Unit



	1.2 Conducts a thorough review and evaluation of the submitted Operations Manual to ensure compliance with the standard format, nomenclature and content and forwards it to the Document Control Officer (DCO) for second-level review.	None	2 working days	<i>Assistant Document Control Officer</i> Quality Management Unit
	1.3 Conducts second level review of the submitted draft of Operations Manual, communicate and forwards the OM with review inputs to the client.	None	1 working day	<i>Document Control Officer</i> Quality Management Unit
2. Receive the reviewed OM and communicate with DCO concerns on the review inputs. Client informs the DCO on the preferred coaching and mentoring schedule.	2. Discusses the review inputs to the clients and agree with the schedule of coaching and mentoring.	None	1 working day	<i>Document Control Officer</i> Quality Management Unit
3. Attend the scheduled coaching and mentoring session	3.1 Conducts coaching and mentoring session with process owners and immediate supervisors (clients).	None	1 working day	<i>Document Control Officer</i> Quality Management Unit
	3.2 Instructs the clients to fill out the Coaching and Mentoring Logbook.	None	5 Minutes	<i>Assistant Document Control Officer</i> Quality Management Unit



4. Fill out the Coaching and Mentoring Logbook Revise and integrates review inputs as agreed with the DCO and immediate supervisor/s.	4. Answers further question and concerns by the DCO and/ or process owners (via MS Teams and/ or shortel.	None	1 working day	Document Control Officer Quality Management Unit
5. Have the revised operations manual and DRRA signed by immediate supervisors and proceed to QMU for the document registration.	5. Receives Operations Manual and/or other documented information for registration.	None	5 minutes	Assistant Document Control Officer Quality Management Unit
TOTAL PROCESSING TIME FOR OPERATIONS MANUAL		None	6 Working Days & 40 Minutes	

Note: Requests without a duly accomplished Service Request Form (TSU-QMU-SF-36) will not be processed.

Processing time reflected above is good for one (1) Operations Manual only. Review and evaluation time may vary depending on the volume of requests.



2. Processing of QMS Documents for Registration, Revision, and Abolition

The service allows units, offices, and colleges of the university to register documented information implemented in their various services and operations related to quality, environment, health, and safety.

Note: Only current versions of documented information are distributed to Official Copyholders

All documented information to be registered to Quality Management Unit shall be forwarded at least three working days prior to effectivity or implementation.

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled Out and Approved Document Registration, Revision, and Abolition Form TSU-QMU-SF-01 (1 Original Copy)		Quality Management Unit or Download at the TSU Website https://www.tsu.edu.ph/media/lfspaguk/tsu-qmu-sf-01-rev01-document-registration-revision-abolition-form.docx		
2. Duly Signed and Updated Master List of Registered Documents TSU-QMU-SF-04 (1 Original Copy)		Quality Management Unit or Download at the TSU Website https://www.tsu.edu.ph/media/2hldkqtq/tsu-qmu-sf-04-rev01-masterlist-of-registered-documents-1.docx		
3. Controlled Copy of the Master List of Registered Documents TSU-QMU-SF-04 (1 Original Copy)		The client will provide		
4. For Registration and Revision of Documents , Duly Signed and Approved Document Following TSU’s Standard Template and Document Nomenclature (1 Original Copy)				
5. For Revision of Documents , Controlled Copy of the Old version or Superseded Version of the Document (1 Original Copy)				
6. For Abolition of Documents Controlled Copy of the Current Version of the Document (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements to the Quality Management Unit (3 rd Floor Mixed-Use	1.1 Reviews and evaluates the submitted documents. <i>Note: If there is/are problem/s,</i>	None	1 hour and 20 minutes	<i>Document Control Officer</i> Quality Management Unit

Building, Main Campus).	<i>return the submitted documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip.</i>			
	1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	None	1 hour and 30 minutes	<i>Document Control Officer</i> Quality Management Unit
	1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	1 hour and 30 minutes	<i>Document Control Officer</i> Quality Management Unit
	1.4 Stamps the document with the “master copy” mark.	None	1 hour	<i>Document Control Officer</i> Quality Management Unit
	1.5 Scans and reproduces the master copy of the document and stamp the reproduced document with “controlled copy” mark.	None	1 hour and 30 minutes	<i>Staff-in-Charge / Document Control Officer</i> Quality Management Unit
	1.6 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality	None	15 minutes	<i>Document Control Officer</i> Quality Management Unit



	Management Unit.			
2. Receive the registered documents.	2. Issues the registered documents.	None	5 minutes	<i>Staff-in-Charge / Document Control Officer</i> Quality Management Unit
3. Sign in the Receiving, Retrieval and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	3. Have the client sign in the receiving column of the logbook.	None	5 minutes	<i>Staff-in-Charge / Document Control Officer</i> Quality Management Unit
TOTAL:		None	7 Hours & 15 Minutes	



3. Processing of Requests for Documented Information for Various Purposes

The service allows different units, offices, and colleges of the university to request and have copies of TSU’s documented information that are being managed by the Quality Management Unit.

Note: Copy of manuals are being given for accreditation, audit, assessment, and certification purposes only.

For strict compliance with the Data Privacy Act, only the CSM Reports of the requestor’s office and its concerned personnel are allowed to be given.

Office or Division:		Quality Management Unit (QMU)		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All TSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>TSU-QMS-SF-10</i> with the following information: (1 Original Copy or Electronic Copy) • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor		Quality Management Unit or download at https://www.tsu.edu.ph/media/mbid4jnh/tsu-qmu-sf-10-rev00-document-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Document Request Form to the Quality Management Unit. For Online: Submit 1 electronic copy of the Document Request Form to gms@tsu.edu.ph via MS Teams.	1. Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	None	30 minutes	<i>Staff-in-Charge</i> Quality Management Unit



2. For Walk-In: Get the receiving copy of the said form from the Quality Management Unit. For Online: Receive an email reply from Quality Management Unit acknowledging receipt of the request.	2.1 For Walk-In: Returns the receiving copy of the said form to the client. For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.	None	30 minutes	Staff-in-Charge Quality Management Unit
	2.2 Reviews and evaluates the submitted Document Request Form and searches for the requested document.	None	1 hour	<i>Document Control Officer</i> <i>Data Controller</i> Quality Management Unit
	2.3 For Walk-In: Reproduces the requested document. <i>Note:</i> <i>Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Center Office.</i> For Online: Prepares the requested document and consult with the Unit Head for the review and release of the pertinent document then proceed to Agency Action No. 2.5.	None	1 working day	<i>Document Control Officer</i> <i>Data Controller</i> Quality Management Unit



	2.4 Stamps the reproduced document with an “uncontrolled copy” mark and consult with the Unit Head for the review and release of the pertinent document.	None	5 hours	Document Control Officer Data Controller Unit Head Quality Management Unit
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Data Controller Quality Management Unit
3. For Walk-In: Review the completeness of the requested documents; receive the requested document and sign in the receiving column of the Logbook For Online: Receive an email reply from the QMS regarding the requested data.	3.1 For Walk-In: Issues the requested document. For Online: Sends an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document.	None	2 hours	Document Control Officer Data Controller Quality Management Unit
	3.2 Fills out the “Action Taken” portion of the Document Request Form and files the form.	None	1 hour	Document Control Officer Data Controller Quality Management Unit
TOTAL FOR WALK-IN REQUEST:		None	2 Working Days & 5 Hours	
TOTAL FOR ONLINE REQUEST:			2 Working Days	



Software Development Unit

Internal Services



1. Process for Blocking and Unblocking of RFID Cards

The service allows the blocking and unblocking of lost Radio Frequency Identification (RFID) to avoid misuse and unblocking of blocked Radio Frequency Identification (RFID).

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Block/ Unblock Logbook (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Block / Unblock Logbook and Fill it out properly.	1. Provides the Request to Block/Unblock Logbook to the client.	None	3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit
2. Give the filled - out logbook to the Software Unit staff.	2.1 Gets the filled-out logbook from the client.	None	3 minutes	Staff Software Development Unit
	2.2 Processes the blocking or unblocking of Radio Frequency Identification (RFID).	None	10 minutes	Staff Software Development Unit
3. Receive notification once the request is done.	3. Notifies the client once done.	None	3 minutes	Staff Software Development Unit
TOTAL:		None	19 Minutes	



2. Process for Creation and Updating of Website/Webpage

The service allows clients to post added content to the university website or update outdated information to avoid misinformation and confusion.

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Website / Webpage Update Form TSU-MIS-SF-01 (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yubbg2dl/tsu-mis-sf-01-request-website-update-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for website / webpage update form and fill it out properly.	1. Provides the website/webpage update form to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems or <i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff including all the information to be updated/posted on the website. It can be sent thru email or MS Teams via miso@tsu.edu.ph	2.1 Receives and checks the website / webpage update form and the information to be posted from the client.	None	3 minutes	<i>Staff</i> Software Development Unit
	2.2 Creates or updates the Website / Webpage.	None	7 working days	<i>Staff</i> Software Development Unit
3. Receives notification once the creation or updating is done.	3. Notifies the client once done.	None	3 minutes	<i>Staff</i> Software Development Unit
TOTAL:		None	7 Working Days & 9 Minutes	

Note: The total turnaround time varies depending on the website/webpage being created or updated.



3. Process for Report Generation

The service allows the clients to request information coming from the different systems used by the university to aid decision making.

Office or Division:		Office of Management Information Systems - Software Development Unit (OMIS-SDU)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All TSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Data Form <i>TSU-MIS-SF-11</i> (1 Original Copy)		Office of Management Information Systems, Microsoft Forms or download at https://www.tsu.edu.ph/media/1gimolv/tsu-mis-sf-11-request-for-data-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for data form or the MS Form link and fill it out properly.	1. Provides the form / MS Form link to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff or submit the MS Form	2. Receives and checks the filled-out form from the client or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit
3. Receives the requested data.	3. Provides the requested data personally if face to face or thru MS teams / email if online transaction.	None	7 working days	<i>Staff</i> Software Development Unit
TOTAL:		None	7 Working Days & 6 Minutes	

Note: The total turnaround time varies depending on the report being requested by the client.



4. Process for Biometrics Registration

The service allows the collection of bio-information via fingerprinting which enables the registrants to record time and attendance through a biometric system.

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees, Student Athletes, and Student Trainees (at TSU Hotel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometrics Registration Log (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Biometrics Registration Log and fill it out properly.	1. Provides the Biometrics Registration Log to the client.	None	3 minutes	Staff Software Development Unit
2. Give the filled-out log to the Software Development Unit.	2.1 Receives the Biometrics Registration Log from the client.	None	3 minutes	Staff Software Development Unit
	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	Staff Software Development Unit
3. Checks if biometrics is successfully registered. <i>Note: If unsuccessfully registered, proceed to Office of Management Information System.</i>	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff Software Development Unit
TOTAL:		None	18 Minutes	



5. Processing of Request for Technical Assistance

The service allows the clients to request for technical assistance whenever they encounter a problem when using the different information systems of the university.

Office or Division:		Office of Management Information Systems - Software Development Unit (OMIS-SDU)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All TSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Technical Assistance Form TSU-MIS-SF-84 (1 Original Copy)		Office of Management Information Systems, Microsoft Forms or download at https://www.tsu.edu.ph/media/fi3e21ej/82-request-for-technical-assistance.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Proceed to Office of Management Information Systems and request for data form and properly fill out the required information. For Online: Send requests for the Microsoft form link to receive the form and provide the needed information.	1. For Walk-In: Provide copy of the Request for Technical Assistance form to the client. For Online: Send the link of the MS Form to the client.	None	3 minutes	<i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff or submit the MS Form.	2. Receives and checks the filled-out form or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit
3. Receive a notification if there are clarifications	3. Addresses the request of the client. If there are any questions	None	7 working days	<i>Staff</i> Software Development Unit



with the request and provide more information if needed.	regarding the request, the SDU Personnel will use MS Teams to communicate with the client. And notify the client if there are clarifications with the request.			
4. Receive a notification if the request has been addressed.	4. Notifies the client via phone call or MS Teams that the request has been addressed.	None	3 minutes	Staff Software Development Unit
TOTAL:		None	7 Working Days & 9 Minutes	

Note: The total turnaround time varies depending on the report being requested by the client.



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS



College of Arts and Social Sciences

External Services



1. Processing of Requests for Radio Program Air-Time Scheduling

The service allows clients to request the use of University Radio Station for practical learning activities and community engagement through scheduled radio program air-time.

Office or Division:	College of Arts and Social Sciences (CASS)			
Classification:	Simple – For Internal Clients Highly Technical – For External Clients			
Type of Transaction:	G2B – Government to Business Entity/ies G2C – Government to Citizen G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Request Letter addressed to the Station Manager with the following information: (1 Original Copy) - Name of the client - College/Office/Department Name - Details of the Proposed Radio Program such as but not limited to: Title, Objectives, Target Audience, Host/s, Preferred Schedule, and Description of Content. - Contact Details - Signature of the client		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College of Arts and Social Sciences – Main Campus to submit the requirement.	1.1 Receives and checks the completeness of the necessary details on the submitted requirement.	None	15 minutes	Station Manager College of Arts and Social Sciences
	1.2 Reviews and assesses the request as per the availability of the Radio Room and the individuals involved.	None	1 working day	Station Manager College of Arts and Social Sciences



	1.3 Approves the evaluated request for Radio Program. <i>Note: If disapproved, inform the client through a written notice with the reason for disapproval via email or on contact details provided.</i>	None	1 hour	Station Manager College of Arts and Social Sciences
	1.4 For External Clients: Prepares a Memorandum of Agreement (MOA) containing all the necessary terms, conditions, and responsibilities of the parties involved.	None	4 working days	Station Manager College of Arts and Social Sciences
2. For External Clients: Receive and review the prepared MOA for review. <i>Note: Review input shall be forwarded to the Station Manager for revision and finalization.</i>	2.1 Forwards the prepared MOA to the client for review. <i>Note: Any modification to the MOA shall be agreed upon by both parties.</i>	None	4 working days	Station Manager College of Arts and Social Sciences
	2.2 Finalizes the MOA in accordance with the client's review input and as agreed upon by both parties.	None	1 working day	Station Manager College of Arts and Social Sciences
3. For External Clients: Receive notification regarding the scheduled MOA Signing and Technical training and orientation.	3. Informs the scheduled date and venue for the MOA Signing and Technical training and orientation via text messages, MS Teams, or email.	None	15 minutes	Station Manager College of Arts and Social Sciences



For Internal Clients: Receive notification regarding the schedule of Technical training and orientation.	<i>Note: Internal clients will receive only the scheduled date for technical training and orientation.</i>			
TOTAL TIME FOR INTERNAL CLIENTS:		None	1 Working Day, 1 Hour, & 30 Minutes	
TOTAL TIME FOR EXTERNAL CLIENTS:		None	10 Working Days, 1 Hour, & 30 Minutes	



College of Arts and Social Sciences

Internal Services



1. Processing of Requests for Radio Program Air-Time Scheduling

The service allows clients to request the use of University Radio Station for practical learning activities and community engagement through scheduled radio program air-time.

Office or Division:		College of Arts and Social Sciences (CASS)		
Classification:		Simple – For Internal Clients Highly Technical – For External Clients		
Type of Transaction:		G2B – Government to Business Entity/ies G2C – Government to Citizen G2G – Government to Government		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Request Letter addressed to the Station Manager with the following information: (1 Original Copy) • Name of the client • College/Office/Department Name • Details of the Proposed Radio Program such as but not limited to: Title, Objectives, Target Audience, Host/s, Preferred Schedule, and Description of Content. • Contact Details • Signature of the client		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College of Arts and Social Sciences – Main Campus to submit the requirement.	1.1 Receives and checks the completeness of the necessary details on the submitted requirement.	None	15 minutes	Station Manager College of Arts and Social Sciences
	1.2 Reviews and assesses the request as per the availability of the Radio Room and the individuals involved.	None	1 working day	Station Manager College of Arts and Social Sciences



	1.3 Approves the evaluated request for Radio Program. <i>Note: If disapproved, inform the client through a written notice with the reason for disapproval via email or on contact details provided.</i>	None	1 hour	Station Manager College of Arts and Social Sciences
	1.4 For External Clients: Prepares a Memorandum of Agreement (MOA) containing all the necessary terms, conditions, and responsibilities of the parties involved.	None	4 working days	Station Manager College of Arts and Social Sciences
2. For External Clients: Receive and review the prepared MOA for review. <i>Note: Review input shall be forwarded to the Station Manager for revision and finalization.</i>	2.1 Forwards the prepared MOA to the client for review. <i>Note: Any modification to the MOA shall be agreed upon by both parties.</i>	None	4 working days	Station Manager College of Arts and Social Sciences
	2.2 Finalizes the MOA in accordance with the client's review input and as agreed upon by both parties.	None	1 working day	Station Manager College of Arts and Social Sciences
3. For External Clients: Receive notification regarding the scheduled MOA Signing and Technical training and orientation.	3. Informs the scheduled date and venue for the MOA Signing and Technical training and orientation via text messages, MS Teams, or email.	None	15 minutes	Station Manager College of Arts and Social Sciences



For Internal Clients: Receive notification regarding the schedule of Technical training and orientation.	<i>Note: Internal clients will receive only the scheduled date for technical training and orientation.</i>			
TOTAL TIME FOR INTERNAL CLIENTS:		None	1 Working Day, 1 Hour, & 30 Minutes	
TOTAL TIME FOR EXTERNAL CLIENTS:		None	10 Working Days, 1 Hour, & 30 Minutes	



College of Engineering

Internal Services



1. Processing of Request for Faculty Consultation and/or Tutorial

This service allows students to request for consultations and/or tutorials from the faculty members of the College.

Note: Unscheduled consultation/tutorial includes answering inquiry/ies that requires immediate response outside class schedule.

Office or Division:		College of Engineering		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Currently Enrolled TSU College of Engineering Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request or message the Faculty via MS Teams or Messenger regarding the request for consultation/tutorial.	1.1 Verifies whether the student/s is/are officially enrolled.	None	10 minutes	Faculty College of Engineering
	1.2 Confirms his/her available schedule for consultation.	None	10 minutes	Faculty College of Engineering
2. For scheduled: Receive notification regarding the schedule consultation/tutorial.	2. Informs the student of the available date and time for consultation.	None	10 minutes	Faculty College of Engineering
	For Unscheduled: Answers the inquiry/ies on the same date the student raised the concern/s.	None	5 hours	
3. For scheduled: Attends the consultation/tutorial on the scheduled date.	3. Conducts the consultation/tutorial.	None	5 hours	Faculty College of Engineering
4. Sign and fill out the necessary information on Faculty Consultation Form (TSU-COE-SF-15)	4. Instructs the student/s to fill out the necessary information on the Faculty Consultation Form (TSU-COE-SF-15).	None	10 minutes	Faculty College of Engineering
5. Return the duly signed and filled out Faculty	5.1 Receives the duly signed and filled out Faculty	None	5 minutes	Faculty College of Engineering



Consultation Form (TSU-COE-SF-15) to the faculty.	Consultation Form (TSU-COE-SF-15).			
	5.2 Accomplished the details needed and signs on the “Noted by” section of the Faculty Consultation Form (TSU-COE-SF-15).	None	5 minutes	Faculty College of Engineering
	5.3 Files the accomplished Faculty Consultation Form (TSU-COE-SF-15).	None	5 minutes	Faculty College of Engineering
TOTAL FOR UNSCHEDULED CONSULTATION/TUTORIAL:		None	5 Hours & 45 Minutes	
TOTAL FOR SCHEDULED CONSULTATION/TUTORIAL:		None	5 Hours & 55 Minutes	



Guidance and Counseling Unit

External Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character online.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	2 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to any Guidance and Counseling Unit and present proof of appointment and necessary requirements.	2.1 Checks the requirements and provides payment slip.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Instruct the client to proceed to the accounting office for assessment.	None	1 minute	



3. Proceed to the Accounting Unit for assessment	3.1 Assesses the payment of the client.	None	2 minutes	<i>Staff Accounting Unit</i>
	3.2 Issues the payment slip to the client	None	1 minute	
4. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	4. Receives, Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	7 minutes	<i>Staff Cashiering Unit</i>
5. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	5. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
6. Receives the Certificate of Good Moral Character.	6. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	2 Working Days & 23 Minutes	



2. Processing of Request for Certificate of Good Moral Character for Walk-in clients.

This service allows walk-in clients (currently enrolled students and alumni) to request a certificate of good moral character.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
2. Payment Slip TSU-GAC-SF-28 (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any Guidance and Counseling Unit and present the needed requirements.	1. Receives, Checks the requirements and provide payment slip (TSU-GAC-SF-28) to the client.	None	3 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	2. Receives the payment slip, Processes the payment for Certificate of Good Moral Character and releases the Official Receipt	Php 20.00	7 minutes	Staff Cashiering Unit
3. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt	3. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit



and payment slip.				
4. Receives the requested Certificate of Good Moral Character and fill out the logbook.	4. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor/ Guidance Counselor</i> Guidance and Counseling Unit
TOTAL:		PHP 20.00	20 Minutes	



Guidance and Counseling Unit

Internal Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character online.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	2 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to any Guidance and Counseling Unit and present the proof of appointment and necessary requirements.	2.1 Checks the requirements and provides payment slip.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Instruct the client to proceed to the accounting office for assessment.	None	1 minute	



3. Proceed to the Accounting Unit for assessment	3.1 Assesses the payment of the client.	None	2 minutes	<i>Staff Accounting Unit</i>
	3.2 Issues the payment slip to the client	None	1 minute	
4. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	4. Receives, Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	7 minutes	<i>Staff Cashiering Unit</i>
5. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	5. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
6. Receive the Certificate of Good Moral Character.	6. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	2 Working Days & 23 Minutes	



2. Processing of Request for Certificate of Good Moral Character for Walk-in clients.

This service allows walk-in clients (currently enrolled students and alumni) to request a certificate of good moral character.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original copy)		Office of Admission and Registration		
2. Payment Slip TSU-GAC-SF-28 (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any Guidance and Counseling Unit and present the needed requirements.	1. Receives, Checks the requirements and provide payment slip (TSU-GAC-SF-28) to the client.	None	3 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	2. Receives the payment slip, Processes the payment for Certificate of Good Moral Character and releases the Official Receipt	Php 20.00	7 minutes	Staff Cashiering Unit
3. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	3. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit



4. Receives the requested Certificate of Good Moral Character and fill out the logbook.	4. Instructs the client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
TOTAL:		PHP 20.00	20 Minutes	



Office of Admission and Registration

External Services



1. Issuance of Temporary Notice of Acceptance for Foreign Student

This service allows foreign students to be given temporary notice of acceptance upon processing the acceptance letter for registration purposes.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New Foreign Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application form for Foreign Student <i>TSU-OAR- SF- 06</i> (1 Original Copy)		Office of Admission and Registration		
2. 2x2 Colored Pictures on White Background Taken Within the Last Six (6) Months - (2 Original Copies)		The client will provide		
3. Transcript of Records/Certificate of Completion / Graduation Duly Notarized and Authenticated by the Philippine Embassy or Consulate in Their Country (1 Original Copy)		The client will provide (Previous School / University)		
4. Personal Data, Passport with Approved Student Visa, Alien Certificate of Registration (ACR) (1 Original Copy)		The client will provide		
5. Birth Certificate or Its Equivalent Duly Authenticated by the Philippine Foreign Service Post (1 Original Copy)				
6. Notarized Affidavit of Support and Proof of Adequate Financial Support (1 Original Copy)				
7. Result of IELTS/TOEFL/ TOEIC (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to the Office of International Affairs and Linkages (oia@tsu.edu.ph) to inquire about the requirements of Foreign Students and send	1.1 Receives, checks, and evaluates the completeness of the submitted requirements.	None	30 minutes	Staff-in-Charge of Foreign Students Office of International and Linkages
	1.2 Prepares the Temporary Notice of Acceptance <i>Note: The International Affairs will send the temporary</i>	None	3 hours	



complete requirements.	<i>Notice of Acceptance to the foreign student.</i>			
	1.3 Issues the Admission Slips with student number to the College. <i>Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment</i>	None	3 hours	<i>Staff-in-Charge of Foreign Students Office of Admission and Registration</i>
2. Pay for the required fees thru online www.lanbank.com (LinkBizPortal) or onsite (TSU Cashier).	2. Processes the Payment.	<i>See table below</i>	45 minutes	<i>Staff-in-Charge Cashiering Unit</i>
3. For Walk-In: Go to MISO for the setting up of Office 365 account. For Online: Send an e-mail to miso@tsu.edu.ph for the setting up of Office 365 account and log in to	3. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.	None None	45 minutes 1 hour and 30 minutes	<i>Staff-in-Charge Office of Management Information Systems</i>



TSU Student Portal and Print the Certificate of Registration.				
4. Submit a physical copy of the requirements.	4. Receives and evaluates the requirements.	None	45 minutes	Staff-in-Charge of Foreign Students Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		Tuition Fee = Amount per Unit X Number of Units Enrolled	8 Hours & 45 Minutes	
TOTAL FOR ONLINE TRANSACTION:			9 Hours & 30 Minutes	

Description	Amount
1. Application Fee	\$25.00
2. Miscellaneous Fees	\$50.00
3. Master's Tuition Fee (Lecture)	\$60/unit
4. Master's Tuition Fee (Laboratory)	\$65/unit
5. Doctoral Tuition Fee (Lecture)	\$65/unit
6. Doctoral Tuition Fee (Laboratory)	\$70/unit
Foreign Student	
1. Foreign Student Fee	\$200/unit
2. Master's Tuition Fee (Lecture)	\$300/unit
3. Doctoral Tuition Fee (Lecture)	\$350/unit
Baccalaureate Program	
1. Baccalaureate Tuition Fee (Lecture)	\$30/unit
2. Baccalaureate Tuition Fee (Laboratory)	\$45/unit
Post Baccalaureate Program	
1. Post Baccalaureate Tuition Fee (Lecture)	\$35/unit
2. Post Baccalaureate Tuition Fee (Laboratory)	\$50/unit



2. Process for Sending Credentials (Online)

This service allows former students and alumni to request their credentials be sent to the provided company email address or other verifying company.

Office or Division:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter allowing TSU to send his/her credentials to the provided email address with the following details: (Electronic Copy) - Email where to send the credentials - Purpose of request - Signature of the Data Owner		The client will provide.		
2. Data owner's valid ID (Electronic Copy with Signature)		The client will provide.		
3. Company Form, <i>if applicable</i> (Electronic Copy)		The client will provide.		
4. Credentials in PDF file only (Scanned or Electronic Copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to ora@tsu.edu.ph stating the document to be requested.	1.1 Checks email for Request for Sending Credentials.	None	1 Hour	Staff-in-Charge Office of Admission and Registration
	1.2 Provides Microsoft form link for Sending Credentials and Informs the client the list of required documents.	None	1 Hour	Staff-in-Charge Office of Admission and Registration
2. Accomplish the Microsoft Form for Request for Sending Credentials and send the complete requirements at ora@tsu.edu.ph	2.1 Receives and checks the completeness of the submitted requirements. <i>Note: If submitted documents are incomplete, reject the request and inform the client of the</i>	None	1 Hour	Staff-in-Charge Office of Admission and Registration



	<i>lacking requirement/s.</i>			
	2.2Processes the request for sending credentials.	None	2 Hours	<i>Staff-in-Charge</i> Office of Admission and Registration
3. Receives notification regarding the Completion of request.	3. Notifies client regarding the completion of request and completes the Microsoft form online logbook	None	1 Hour	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
TOTAL:		None	6 Hours	



3. Processing of Request for Transcript of Records of Graduates

This service allows alumni to request the first copy of their Transcript of Records (TOR). The request for the first copy of Transcript of Records shall commence one month after graduation.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Student Clearance (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf		
2. For CCS Graduate and Graduate School - Memo of Agreement / Distribution Letter (1 Original Copy)		The client will provide		
3. For Transferees - Form 137-A / Transcript of Records with Remarks “Copy for TSU” (1 Original Copy)				
4. If the Requestor is Not Present, a. Authorization Letter (1 Original Copy) b. Requestor’s Valid ID (1 Photocopy) c. Representative’s Valid ID (1 Photocopy)				
5. Alumni Fee Receipt (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records.	1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client.	None	30 minutes	<i>Staff-in-Charge of Records</i> Office of Admission and Registration



For Online: Email the Staff-in-Charge of Records Regarding the First Copy of the Transcript of Records.	For Online: Checks email to respond to the requests.	None	1 hour	
	1.2 For Online: Sets an appointment date. For Online: Reviews the records and sends the list of other required documents to be prepared by the client.	None None	10 minutes 30 minutes	<i>Staff-in-Charge of Records</i> Office of Admission and Registration
	1.3 For Online: Emails the client for the date of appointment.	None	1 working day	<i>Staff-in-Charge of Records</i> Office of Admission and Registration
2. Submit the requirements to the designated College service window	2. Processes the first copy of Transcript of Records.	None	For Walk-In: 2 working days For Online: 3 hours	<i>Staff-in-Charge of Records</i> Office of Admission and Registration
3. Receive the Transcript of Records and fill out/ sign the logbook	3. Issues first copy of Transcript of Records and ask client to fill out and sign the logbook	None	5 minutes	<i>Staff-in-Charge of Records</i> Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		None	2 Working Days & 45 Minutes	
TOTAL FOR ONLINE TRANSACTION:			1 Working Day, 4 Hours, & 35 Minutes	

*Note: **First copy of Transcript of Records** shall be of **no charge**. Subsequent request/s of Transcript of Records shall be charged **Php 100.00 per page**.*



4. Processing of Request for Various Academic Documents (Online)

This service allows alumni and currently enrolled students to request various academic documents such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Office or Division:	Office of Admission and Registration (OAR)	
Classification:	Complex – Request for other documents Highly Technical – Request for Diploma and Unsystemized Records	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Alumni and Currently Enrolled Students at the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	
2. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
3. If Undergraduate-unenrolled student , Duly Signed Student Clearance TSU–OAR–SF–18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf	
4. If Undergraduate-unenrolled and currently student , Form 137-A / Transcript of Record from last School attended – with remarks “Copy for Tarlac State University” (1 Original Copy)	The client will provide	
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	
2. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
3. Official Transcript Records and Diploma (1 Original and 1 Photocopy).	The client will provide	
C. DUPLICATE OF DIPLOMA		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	
2. If Missing/ Loss of Diploma , Affidavit of Loss (1 Original Copy)	Notary public, a lawyer, or a government office that deals with legal documents	
3. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
D. CERTIFICATION/S		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	
2. Duly Signed Student Clearance	Office of Admission and Registration	



TSU-OAR-SF-18 (1 Original Copy)	or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) - (1 Original Copy)	The client will provide
4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

E. TRANSFER CREDENTIAL

1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended
3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

F. FORM 137- A

1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

G. IF THE REQUESTOR IS NOT PRESENT

1. Authorization letter (1 Original Copy)	The client will provide
2. Requestor's valid ID (1 Photocopy)	
3. Representative's valid ID (1 Photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Online Processing of Request for Various Academic Documents - Tarlac State University Form (Microsoft Forms) https://forms.office.com/r/4	1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	30 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	1.2 Determines the necessary requirements and assesses fees for requested documents within the system	None	15 minutes	Staff-in-Charge Request Section Office of Admission



3uB5Qa8Rt	<i>Note: Only complete requirements will be assessed for payment.</i> <i>For incomplete requirements, informs the client to submit the lacking requirements.</i>			and Registration
2. Receive the assessment of fees for requested documents via email.	2. Acknowledges the completeness of the submitted requirements and issues the total payment via email.	None	15 minutes	Staff-in-Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank- www.landbank.com) and send the Proof of payment at ora@tsu.edu.ph <i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu.edu.ph/announcements/2024-announcements/land-bank-payment-via-www-landbank-com-link-</i>	3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/ Registrar.	None	20 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	3.2 Asks the staff-in-charge in the request section about the release date of the requested documents.	None	10 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	3.3 Fills out the Request logbook (TSU-MIS-SF-57) and indicates in the remarks that the request was made via online transaction. And endorses the request to the processing section.	None	5 minutes	Staff-in-Charge Request Section Office of Admission and Registration
	3.4 Processes the requested document/s	None	For Systematized Records: 3 working days.	Staff-in-Charge Processing Section



bizportal/			For Unsystematized Records but with transaction history: 7 working days For Unsystematized Records and Diploma: 12 working days	Office of Admission and Registration
4. Receive the Claim Stub/ Claiming Date and prepare the requirements to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email.	None	10 minutes	<i>Staff-in-Charge Online Request</i> Office of Admission and Registration
5. On the appointment date, Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the releasing section.	5.1 Receives and checks the necessary requirements and claim stub.	None	15 minutes	<i>Staff-in-Charge Release Section</i> Office of Admission and Registration
	5.2 Prepares the requested documents.	None	15 minutes	



<i>Note: The claiming of the request depends on the given appointment/ claiming date.</i>				
6. Receive the Requested document/s and fill out/ Sign the Logbook.	6. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	10 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
TOTAL FOR SYSTEMATIZE RECORDS:		See Table Below	3 Working days, 2 Hours, & 25 Minutes	
TOTAL FOR UNSYSTEMATIZE RECORDS WITH PREVIOUS TRANSACTIONS:			7 Working days, 2 Hours, & 25 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA AND UNSYSTEMATIZE RECORDS WITHOUT PREVIOUS TRANSACTIONS:			12 Working days, 2 Hours, & 25 Minutes	

Academic Document	Amount
1. Official Transcript of Record and other certificate	PHP 100.00/page
2. Bonafide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page
6. BIR Documentary Stamp	PHP 40.00/page



5. Processing of Request for Various Academic Documents (Walk-In)

This service allows alumni, currently enrolled, unenrolled students to request various academic documents such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Office or Division:	Office of Admission and Registration (OAR)	
Classification:	Complex – Request for Other Documents Highly Technical – Request for Diploma & Clientele Records Not in the System	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Alumni and Currently Enrolled Students at the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST		
1. Valid identification Card (ID) (1 Original Copy)	The Client will provide	
2. Accomplished Request Form TSU–OAR–SF–21(1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
3. If Undergraduate-unenrolled student , Duly Signed Student Clearance TSU–OAR–SF–18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf	
4. If Undergraduate-unenrolled and currently student , Form 137-A / Transcript of Record from last School attended – with remarks “Copy for Tarlac State University” (1 Original Copy)	The client will provide	
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	
2. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
3. Official Transcript Records and Diploma (1 Original and 1 Photocopy).	The client will provide	
C. DUPLICATE OF DIPLOMA		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	
2. For Missing/ Loss of Diploma , Affidavit of Loss (1 Original Copy)	Notary public, a lawyer, or a government office that deals with legal documents	
3. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf	
D. CERTIFICATION/S		
1. Valid identification Card (ID) (1 Original Copy)	The client will provide	



2. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)	The client will provide
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

E. TRANSFER CREDENTIAL

1. Valid identification Card (ID) (1 Original Copy)	The Client will provide
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended
3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

F. FORM 137- A

1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

G. IF THE REQUESTOR IS NOT PRESENT

1. Authorization letter (1 Original Copy)	The client will provide
2. Requestor’s valid ID (1 Photocopy)	
3. Representative’s valid ID (1 Photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in-Charge Request Section Office of Admission and Registration
	1.2 Informs the client the list of required documents <i>Note: Only complete requirements will</i>	None	20 minutes	



the screen, state the document to be requested at the Request Section window.	<i>be assessed for payment. For incomplete requirements, informs the client to submit the lacking requirements.</i>			
2. Prepare the requirements, Accomplish the Request Form (TSU-OAR-SF-21) and submit it along with the other required documents.	2. Receives and checks the completed Request Form along with the other required documents and assesses the fees for the requested document in the system.	None	15 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
3. Pay the required fees thru onsite (TSU Cashier)	3. Processes the payment and issues the assessment/ official receipt.	<i>See table below</i>	45 minutes	<i>Staff-in-Charge</i> Cashiering Unit
4. Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. <i>Note: Only Undergraduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day.</i>	None	15 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
5. Receive the Claiming Stub and Fill out the Request Logbook	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
	5.2 Endorses the request to Staff-in-Charge of Processing Registrar	None	10 minutes	



	5.3 Receives and Processes the requested documents/s	None	For Systematize Records: 3 working days. For Unsystematized Records but with transaction history: 7 working days For Unsystematized Records and Diploma: 12 working days	<i>Staff-in-Charge</i> Processing Section Office of Admission and Registration
6. On the appointment date, Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentary Stamp/s. <i>Note: The claiming of the request depends on the given appointment/ claiming date.</i>	6.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
	6.2 Prepares the requested documents.	None	20 minutes	



7. Receive the Requested document/s and log it in the Logbook	7. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
TOTAL FOR SYSTEMATIZE RECORDS:		See Table Below	3 Working days, 3 Hours, & 40 Minutes	
TOTAL FOR UNSYSTEMATIZE RECORDS WITH PREVIOUS TRANSACTIONS:			7 Working days, 3 Hours, & 40 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA AND UNSYSTEMATIZE RECORDS WITHOUT PREVIOUS TRANSACTIONS:			12 Working days, 3 Hours, & 40 Minutes	

Academic Document	Amount
1. Official Transcript of Record (TOR) and other certificate	PHP 100.00/page
2. Bonafide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page
6. BIR Documentary Stamp	PHP 40.00/page

Note:

- 1. Qualified for One-day Processing**
 - For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
 - For TOR requests of those who graduated from 2008 to Present without attachment.
- 2. Requests NOT Qualified for One-day Processing**
 - TOR with attachment and/or forms abroad
 - Certificate of Units Earned
 - Manually Computed General Weighted Average
 - Bonafide
 - Consular
 - Request for TOR of those who graduated in 2007 & below
- Only those requests with complete requirements will be processed.
- The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



6. Processing of Student/Credential Verification (Walk-in & Online)

This service allows employers and other interested parties to request for credential verification.

Office or Division:		Office of the Admission and Registration (OAR)		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business Entity/ies G2C – Government to Citizen		
Who may avail:		Employer and other interested parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter from the Credential Owner granting Tarlac State University permission to disclose the requested information to the requester. (1 Original Copy or Electronic Copy)		The client will provide.		
2. Data owner's valid ID (1 Photocopy with Signature or Electronic Copy)		The client will provide.		
3. Requestor's/verifier's company ID (1 Original Copy or Electronic Copy)		The client will provide.		
4. Verification Form, <i>if any</i> (1 Original Copy or Electronic Copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, state the document to be requested at the designated window. Online: Send an email to toora@tsu.edu.ph stating the document to be requested.	1.1 Walk-in Asks what type of request and determine the necessary requirements. Online: Checks email for request for Student/ Credential Verification.	None	5 minutes 30 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.2 Walk-In: Informs the client the list of required documents Online: Provides the Microsoft Form link for the Student/ Credential Verification request and	None	5 minutes 30 minutes	



	informs the client the list of required documents.			
2. Walk-In Submit the needed requirements to the Office of Admission and Registration. Online: Accomplish the Student/Credential Verification request Microsoft Form and submit the complete requirements at ora@tsu.edu.ph	2.1 Receives and checks the completeness of the submitted requirements.	None	15 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	2.2 Checks the student's information in the system. <i>Note: If the student data /credential is not available, inform the client about the unavailability of the request.</i>	None	10 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	2.3 Processes the credential verification.	None	1 hour	<i>Staff-in-Charge</i> Office of Admission and Registration
	2.4 If there is a Company Verification Form, fills out the necessary details. If there is no Company Verification Form, prepares a Verification Certificate	None	10 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
3. Receives the requested student/credential verification.	3. Walk-in: Issues the requested student/credential verification. Online: Sends the requested student/credential verification via email and completes the	None	10 minutes 20 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration



	needed details/ logbook.			
4. Walk-In: Fill out the logbook as proof of receipt.	4. Walk-In Informs client to fill out the Logbook.	None	5 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
TOTAL FOR WALK-IN:		None	2 Hours	
TOTAL FOR ONLINE:		None	2 Hours & 55 Minutes	



Office of Admission and Registration

Internal Services



1. Process for Correction / Rectification of Grades (Walk-In and Online)

This service allows teaching personnel of the University to apply for correction or rectification of grades of the students.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Form for Correction / Rectification of Grades TSU-OAR-SF-25 (1 Original Copy or 1 Scanned Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit the accomplished form to the College Dean for approval. For Online: Submit the scanned copy of the accomplished document to the College Dean for approval via email. <i>Note: For College email addresses, refer to the table below.</i>	1. Receives and signs the submitted form.	None	1 hour and 45 minutes	Dean College
2. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on	2. Assesses the payment in the system. For Walk-In: Informs the client to take a photo of the assessment of fees.	None	30 minutes	Staff-in-Charge or Director Office of Admission and Registration



the screen, present signed and approved form to the Admission Unit For Online: Submit the signed form to the Director of Office Admission and Registration via MS Teams. Dr. Theda Flare Quilala tfgquilala@tsu.edu.ph	For Online: Send the assessment of fee to the client via email.			
3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit. For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit. <i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu.edu.ph/announcements/2024-announcement/s/land-bank-payment-via-</i>	3. Receives and process the payment.	PHP 100.00	45 minutes	<i>Collecting Officer Cashiering Unit</i>



www-landbank-com-link-bizportal/				
4. For Walk-In: Proceed to the Admission Unit and present the Official Receipt For Online: Send the proof of payment to the Admission Unit via email aro-admission@tsu.edu.ph .	4.1 Verifies the Official Receipt	None	15 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	4.2 Receives and signs the submitted form.	None	1 hour and 45 minutes	<i>Staff-in-Charge</i> or <i>Director</i> Office of Admission and Registration
	4.3 Processes the rectification of grades in the system.	None	45 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
5. For Walk-In: Fill out and signs the logbook	5. For Walk-In: Have the client fill out and sign the Logbook. For Online: Fill out the logbook and indicate in the remarks that the request was made via online transaction.	None	5 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
6. Log in to Faculty portal (https://faculty.tsu.edu.ph/) to verify if the grade/s have been corrected/rectified.	6. Informs the client to verify the status of the request to rectify the grade/s through the faculty portal.	None	30 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		PHP 100.00 per Subject/ Course	6 Hours & 20 Minutes	
TOTAL FOR ONLINE TRANSACTION:				



2. Process for Withdrawal of Enrollment or Registration (WALK-IN)

This service allows clients to withdraw their enrollment or registration to the university.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Withdrawal of Enrollment/Registration TSU-OAR-SF-19 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/j0ej335k/n-withdrawal-of-enrollment-and-registration.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the College Dean for approval.	1.1 Receives, verifies, and signs the submitted form.	None	1 hour	Dean College
	1.2 Returns the signed/ approved form to the student and informs the student to proceed to the Office of Admission and Registration for approval of the Director.	None	20 minutes	Dean College
2. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the signed form to seek approval from the Director.	2.1 Checks and evaluates the presented form.	None	1 hour and 45 minutes	College-in-Charge Office of Admission and Registration or Director Office of Admission and Registration
	2.2 Returns the signed/ approved form to the student and informs the student to proceed to the Accounting Unit for approval.	None	20 minutes	College-in-Charge or Director Office of Admission and Registration



3. Proceed to the Accounting Unit to present the signed form seek approval.	3.1 Checks and evaluates the presented form.	None	3 hours	Staff-in-Charge Accounting Unit
	3.2 Returns the signed/ approved form to the student and informs the student to submit the form to the Office of Admission and Registration.	None	20 minutes	Staff-in-Charge Accounting Unit
4. Submit the duly signed form to the Admission Unit.	4.1 Processes the withdrawal of enrollment / registration.	None	20 minutes	College-in-Charge Office of Admission and Registration
	4.2 Informs the student once the enrollment / registration is successfully withdrawn.	None	20 minutes	College-in-Charge Office of Admission and Registration
5. Fill out and sign the Logbook	5. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge Request Section Office of Admission and Registration
TOTAL:		None	7 Hours & 30 Minutes	

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for receiving, reviewing, approving, processing, and recording of the withdrawal form. The Accounting Unit is responsible for signing/approving of the request.

**The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, and availability of the signatories.*



3. Processing of Application for Leave of Absence (LOA)

The service allows students to apply for leave and defer enrollment.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Who Cannot Enroll During the Semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave of Absence Form - <i>TSU-OAR-SF-27</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5p3hmuzn/j-leave-of-absence-form.pdf		
2. Medical Certificate, If the Reason for Leave of Absence is Health Related (1 Original Copy)		TSU Medical Service Unit, Government Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Go to the College Dean for signing of recommending approval. For Online: Scan and send the accomplished Leave of Absence Form with other pertinent documents to the College Dean, Vice President for Academic Affairs and Director of Office of Admission and Registration. <i>Note: For College email addresses, refer to the table below.</i>	1.1 For Online: Receives, checks, and evaluates the Leave of Absence and required documents.	None	5 hours	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.2 For Online: Issues assessment slip for the Leave of Absence fee.	None	30 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.3 For Walk-In: Signs the Leave of Absence form.	None	1 hour and 45 minutes	<i>Dean</i> College



2. For Walk-In: Go to the Vice President for Academic Affairs for approval of the Leave of Absence Form. For Online: Pay for the Leave of Absence fee thru online or onsite (TSU Cashier or Landbank – (www.landbank.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu.ph). <i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu.edu.ph/announcements/2024-announcements/land-bank-payment-via-www-landbank-com-link-bizportal/</i>	2.1 For Online: Accepts the payment for Leave of Absence.	PHP 150.00	45 minutes	Staff-in-Charge Cashiering Unit
	2.2 For Online: Receives the scanned Official receipt and approved Leave of Absence form to be recorded in the system.	None	3 hours	Staff-in-Charge Office of Admission and Registration
	2.3 For Walk-In: Signs the Leave of Absence form.	None	1 hour	Vice President Office of the Vice President for Academic Affairs



3. For Walk-In: Get your ticket number from the kiosk machine, wait to be called when it's your turn and proceed to Admission unit for assessment of fee.	3.1 For Walk-In: Receives, checks, and evaluates the Leave of Absence and required documents.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
	3.2 For Walk-In: Informs client to proceed to the Cahier for the payment.	None	20 minutes	Staff-in-Charge Office of Admission and Registration
4. For Walk-In: Pay for the Leave of Absence fee at TSU Cashier.	4. For Walk-In: Accepts and Processes the payment for Leave of Absence.	PHP 150.00	45 minutes	Collecting Officer Cashiering Unit
5. For Walk-In: Go to the Admission Unit	5. For Walk-In: Receives Official Receipt and approved Leave of Absence form to be recorded in the system.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
6. Fill out and sign the Logbook	6. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge Request Section Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		PHP 150.00	5 Hours & 25 Minutes	
TOTAL FOR ONLINE TRANSACTION:			9 Hours & 20 Minutes	



COLLEGE CONTACT DETAILS		
Name	Email Address	Contact Number
College of Architecture and Fine Arts	cafa_dean@tsu.edu.ph	(045) 606 8170
College of Arts and Social Sciences	cass_dean@tsu.edu.ph	(045) 606 8171
College of Business and Accountancy	cba_dean@tsu.edu.ph	(045) 606 8172
College of Computer Studies	ccs_dean@tsu.edu.ph	(045) 606 8173
College of Criminal Justice Education	ccje_dean@tsu.edu.ph	(045) 606 8168
College of Education	cted_dean@tsu.edu.ph	(045) 606 8174
College of Engineering	cet_dean@tsu.edu.ph	(045) 606 8175
College of Industrial Technology	cit_dean@tsu.edu.ph	(045) 606 8179
College of Public Administration and Governance	cpag_dean@tsu.edu.ph	(045) 606 8177
College of Science	cs_dean@tsu.edu.ph	(045) 606 8178
School of Law	sl_dean@tsu.edu.ph	(045) 606 8176



4. Processing of Request for Adding, Changing, or Dropping of Subject/s

This service allows clients to request for Adding, Changing, or Dropping of Subject/s within the timeframe specified in the current academic calendar.

Office or Division:		Office of Admission and Registration (OAR)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All TSU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Adding/Changing Form TSU-OAR-SF-22 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/flipsqf2/a-adding-and-changing-of-subjects-form.pdf		
2. Accomplished Dropping Form TSU-OAR-SF-22 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/my5eu2qe/i-dropping-of-subjects-form.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Adding/Changing/Dropping of subject form to the Faculty and College Dean for the approval.	1.1 Checks the form, and sign if the student is allowed for adding/changing/dropping.	None	2 hours	Faculty/ Dean College
	1.2 Returns the signed/ approved form to the student and informs the student to proceed to the Office of Admission and Registration.	None	15 minutes	College Clerk Dean College
2. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the	2.1 Checks, evaluates, and process the signed Adding/ Charging/ Dropping of subject form.	None	1 hour and 45 minutes	College In-charge of Records Office of Admission and Registration



College In-charge of record's window and submit the signed/ approved Adding/ Changing/ Dropping form.	2.2 Inform the student to proceed to Cashiering Unit for payment (Opt-out) or Accounting Unit for validation (Free Tuition) and furnish a copy of the assessment.	None	20 minutes	<i>Director</i> Office of Admission and Registration
3. Fill out and sign the Logbook	3. Have the client fill out and sign the logbook	None	5 minutes	<i>College In-Charge of Records</i> Office of Admission and Registration
4. Proceed to Accounting office for validation of Added/Change/ Dropped subjects (Free Tuition) or Cashiering office for payment (Opt-out)	4.1 Free Tuition: Presents assessment form for validation of Added/Changed/ Dropped subject/s.	None	30 minutes	<i>Staff-In-Charge</i> Accounting Unit
	4.2 Opt-out: Receives the payment of the student and issue an official receipt.	Revision fee & Lec/Lab unit fees	15 minutes	<i>Collecting Officer</i> Cashiering Unit
5. Return to submit the receipt (Opt-out) or printed assessment 9 Free Tuition) to the Office of Admission and Registration.	5. Verifies in the system if the Added/Changed/ Dropped subject reflected.	None	2 minutes	<i>College In-Charge of Records</i> Office of Admission and Registration
TOTAL:		None	5 Hours & 12 Minutes	



5. Processing of Request for Data

This service allows clients to request their needed student data.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Some TSU Offices and Students Who Are Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Data Form TSU-OAR-SF-31 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/w1zdn04f/p-request-for-data-form.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College Dean, Data Privacy Officer, and Office of Admission and Registration Director for the approval of the request.	1. Signs the Request Data Form.	None	1 hour and 45 minutes	Dean College Officer Data Privacy Office Director Office of Admission and Registration
2. Submit the accomplished and signed Request for Data Form to the Data Processing In-Charge.	2.1 Receives the fully signed request form and processes the requested data.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
	2.2 Sets an appointment date for the claiming of the request.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
	2.3 Process the requested data	None	2 working days and 10 Hours	Staff-in-Charge Office of Admission and Registration
3. Receive the requested data.	3. Releases the requested data.	None	1 hour and 45 minutes	Staff-in-Charge Office of Admission and Registration
4. Fill out and sign the Logbook	4. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge Office of Admission and Registration



TOTAL:	None	2 Working Days, 14 Hours & 5 Minutes	



6. Processing of Request for Various Academic Documents (Online)

This service allows alumni and currently enrolled students to request various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Office or Division:	Office of Admission and Registration (OAR)
Classification:	Complex – Request for other documents Highly Technical – Request for Diploma and Unsystemized Records
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Alumni and Currently Enrolled Students at the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST	
1. Valid identification Card (ID) (1 Original Copy)	The Client will provide
2. Accomplished Request Form TSU–OAR–SF–21(1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
3. If Undergraduate-unenrolled student , Duly Signed Student Clearance TSU–OAR–SF–18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
4. If Undergraduate-unenrolled and currently student , Form 137-A / Transcript of Record from last School attended – with remarks “Copy for Tarlac State University” (1 Original Copy)	The client will provide
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)	
1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
3. Official Transcript Records and Diploma (1 Original and 1 Photocopy).	The client will provide
C. DUPLICATE OF DIPLOMA	
1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. If Missing/ Loss of Diploma , Affidavit of Loss (1 Original Copy)	Notary public, a lawyer, or a government office that deals with legal documents
3. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
D. CERTIFICATION/S	
1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Duly Signed Student Clearance	Office of Admission and Registration or



TSU-OAR-SF-18 (1 Original Copy)	download at https://www.tsu.edu.ph/media/5clemm2/l-student-clearance-form.pdf
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) - (1 Original Copy)	The client will provide
4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

E. TRANSFER CREDENTIAL

1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)	Student Last School Attended
3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5clemm2/l-student-clearance-form.pdf
4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

F. FORM 137- A

1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf

G. IF THE REQUESTOR IS NOT PRESENT

1. Authorization letter (1 Original Copy)	The client will provide
2. Requestor’s valid ID (1 Photocopy)	
3. Representative’s valid ID (1 Photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Online Processing of Request for Various Academic Documents - Tarlac State University Form (Microsoft Forms) https://forms.office.com/r/4	1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	30 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	1.2 Determines the necessary requirements and assesses fees for requested documents within the system	None	15 minutes	Staff-in-Charge Request Section Office of Admission



3uB5Qa8Rt	<i>Note: Only complete requirements will be assessed for payment.</i> <i>For incomplete requirements, informs the client to submit the lacking requirements.</i>			and Registration
2. Receive the assessment of fees for requested documents via email.	2. Acknowledges the completeness of the submitted requirements and issues the total payment via email.	None	15 minutes	Staff-in-Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank- www.landbank.com) and send the Proof of payment at ora@tsu.edu.ph <i>Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu.edu.ph/announcements/2024-announcements/land-bank-payment-via-www-landbank-com-link-</i>	3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/ Registrar.	None	20 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	3.2 Asks the staff-in-charge in the request section about the release date of the requested documents.	None	10 minutes	Staff-in-Charge Online Request Office of Admission and Registration
	3.3 Fills out the Request logbook (TSU-MIS-SF-57) and indicates in the remarks that the request was made via online transaction. And endorses the request to the processing section.	None	5 minutes	Staff-in-Charge Request Section Office of Admission and Registration
	3.4 Processes the requested document/s	None	For Systematize Records: 3 working days.	Staff-in-Charge Processing Section Office of

bizportal/			For Unsystematized Records but with transaction history: 7 working days For Unsystematized Records and Diploma: 12 working days	Admission and Registration
4. Receive the Claim Stub/ Claiming Date and prepare the requirements to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email.	None	10 minutes	<i>Staff-in-Charge</i> <i>Online Request</i> Office of Admission and Registration
5. On the appointment date, Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the releasing section.	5.1 Receives and checks the necessary requirements and claim stub.	None	15 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
	5.2 Prepares the requested documents.	None	15 minutes	



<i>Note: The claiming of the request depends on the given appointment/ claiming date.</i>				
6. Receive the Requested document/s and fill out/ Sign the Logbook.	6. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	10 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
TOTAL FOR SYSTEMATIZE RECORDS:		See Table Below	3 Working Days, 2 Hours, & 25 Minutes	
TOTAL FOR UNSYSTEMATIZE RECORDS WITH PREVIOUS TRANSACTIONS:			7 Working Days, 2 Hours, & 25 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA AND UNSYSTEMATIZE RECORDS WITHOUT PREVIOUS TRANSACTIONS:			12 Working Days, 2 Hours, & 25 Minutes	

Academic Document	Amount
1. Official Transcript of Record and other certificate	PHP 100.00/page
2. Bonafide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page
6. BIR Documentary Stamp	PHP 40.00/page

Note: Only those requests with complete requirements will be processed.



7. Processing of Request for Various Academic Documents (Walk-In)

This service allows alumni, currently enrolled, unenrolled students to request various academic documents such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Office or Division:	Office of Admission and Registration (OAR)
Classification:	Complex – Request for Other Documents Highly Technical – Request for Diploma & Clientele Records Not in the System
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Alumni and Currently Enrolled Students at the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST	
1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
3. If Undergraduate-unenrolled student , Duly Signed Student Clearance TSU–OAR–SF–18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
4. If Undergraduate-unenrolled and currently student , Form 137-A / Transcript of Record from last School attended – with remarks “Copy for Tarlac State University” (1 Original Copy)	The client will provide
B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)	
1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
3. Official Transcript Records and Diploma (1 Original and 1 Photocopy).	The client will provide
C. DUPLICATE OF DIPLOMA	
1. Valid identification Card (ID) (1 Original Copy)	The client will provide
2. For Missing/ Loss of Diploma , Affidavit of Loss (1 Original Copy)	Notary public, a lawyer, or a government office that deals with legal documents
3. Accomplished Request Form TSU–OAR–SF–21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
D. CERTIFICATION/S	
1. Valid identification Card (ID)	The client will provide



(1 Original Copy)				
2. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf		
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)		The client will provide		
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf		
E. TRANSFER CREDENTIAL				
1. Valid identification Card (ID) (1 Original Copy)		The Client will provide		
2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)		Student Last School Attended		
3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf		
4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf		
F. FORM 137- A				
1. Valid identification Card (ID) (1 Original Copy)		The client will provide		
2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf		
G. IF THE REQUESTOR IS NOT PRESENT				
1. Authorization letter (1 Original Copy)		The client will provide		
2. Requestor's valid ID (1 Photocopy)				
3. Representative's valid ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine.	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in-Charge Request Section Office of Admission and Registration
	1.2 Informs the client the list of required documents	None	20 minutes	



Once the number appears on the screen, state the document to be requested at the Request Section window.	<i>Note: Only complete requirements will be assessed for payment.</i> <i>For incomplete requirements, informs the client to submit the lacking requirements.</i>			
2. Prepare the requirements, Accomplish the Request Form (TSU-OAR-SF-21) and submit it along with the other required documents.	2. Receives and checks the completed Request Form along with the other required documents and assesses the fees for the requested document in the system.	None	15 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
3. Pay the required fees thru onsite (TSU Cashier)	3. Processes the payment and issues the assessment/ official receipt.	<i>See table below</i>	45 minutes	<i>Staff-in-Charge</i> Cashiering Unit
4. Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. <i>Note: Only Undergraduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day.</i>	None	15 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
5. Receive the Claiming Stub and Fill out the Request Logbook	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	<i>Staff-in-Charge</i> Request Section



	5.2 Endorses the request to Staff-in-Charge of Processing Section/ Registrar	None	10 minutes	Office of Admission and Registration
	5.3 Receives and Processes the requested documents/s	None	For Systematize Records: 3 working days. For Unsystematized Records but with transaction history: 7 working days For Unsystematized Records and Diploma: 12 working days	<i>Staff-in-Charge</i> Processing Section Office of Admission and Registration
6. On the appointment date, Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentary Stamp/s. <i>Note: The claiming of the request depends on</i>	6.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
	6.2 Prepares the requested documents.	None	20 minutes	



<i>the given appointment/ claiming date.</i>				
7. Receive the Requested document/s and log it in the Logbook	7. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
TOTAL FOR SYSTEMATIZE RECORDS:		See Table Below	3 Working days, 3 Hours, and 40 Minutes	
TOTAL FOR UNSYSTEMATIZE RECORDS WITH PREVIOUS TRANSACTIONS:			7 Working days, 3 Hours, and 40 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA AND UNSYSTEMATIZE RECORDS WITHOUT PREVIOUS TRANSACTIONS:			12 Working days, 3 Hours, and 40 Minutes	

Academic Document	Amount
7. Official Transcript of Record (TOR) and other certificate	PHP 100.00/page
8. Bonafide	PHP 200.00
9. Consular	PHP 150.00
10. Diploma	PHP 300.00
11. Certified Photocopy	PHP 20.00/page
12. BIR Documentary Stamp	PHP 40.00/page

Note:

- 1. Qualified for One-day Processing**
 - c. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
 - d. For TOR requests of those who graduated from 2008 to Present without attachment.
- 2. Requests NOT Qualified for One-day Processing**
 - g. TOR with attachment and/or forms abroad
 - h. Certificate of Units Earned
 - i. Manually Computed General Weighted Average
 - j. Bonafide
 - k. Consular
 - l. Request for TOR of those who graduated in 2007 & below
3. Only those requests with complete requirements will be processed.
4. The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



Office of Library Management and Services - College of Engineering Library

External Services



1. Requesting Access to the Library by Visiting Researcher/s

This service allows external clients to be accepted and have access to the available learning resources in the library.

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original copy)		The client will provide		
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher’s Fee (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library. For Visitor’s from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher’s Fee and secure the Official Receipt. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	1. Verifies the presented referral letter. Receives the payment and issues the Official Receipt.	None PHP 50.00 per head	2 minutes 5 minutes	<i>Head and Staff</i> Office of Library Management and Services <i>Staff-in-Charge</i> Cashiering Unit



2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i> .	2. Performs reference procedures to identify needed information sources.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. <i>Note: if answer/s to the query/ies cannot be found, inform the client.</i>	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	15 Minutes	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		PHP 50.00 per Head	20 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



Office of Library Management and Services - College of Engineering Library

Internal Services



1. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services



	<i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>			
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and sources of information for reference purposes.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	49 Minutes	

Note: The total turnaround time considers the nature of query, queue of requests, power availability, and internet connectivity.



2. Process of Renewing Borrowed Library Resources

The service allows library clients to renew borrowed books three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For in-person renewal				
1. Book(s) for renewal		The client will provide		
For online renewal				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For In- person Renewal at the Circulation Counter: Present library resource and request for renewal.	1. For Renewal at the Circulation Counter: Receives book and scans the book in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system. <i>Note: If the book is on demand or requested by other client, Library staff will inform client to return the book.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name: Student Number:				



2. For In- person Renewal at the Circulation Counter: Fill out the Book Card with the needed information and submit it to the staff.	2. Receives the filled-out Book Card and performs the renewal process in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s. For Online Renewal Requests: Be informed of the new renewal date,	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	9 Minutes	
TOTAL FOR ONLINE RENEWAL REQUESTS:		None	6 Minutes	



3. Process of Returning Library Resources

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 If overdue: Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	<i>Head and Staff</i> Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Activates the RFID tag of the information material/s in the YourLib Staff Station system.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Returns the book to the shelf.	None	2 minutes	<i>Staff</i> Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	10 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	1 Working Day & 10 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for online book reservation through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.3 Deactivates the RFID tag of information	None	1 minute	Head and Staff



	material/s in the YourLib Staff Station system.			Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i>	3. Releases the library resource/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



5. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. Accomplished Library Referral Letter Request Form <i>TSU-LMS-SF-02</i> (1 Original)		Office of Library Management and Services or download at SF-02-Library-Referral-Letter-Request-Form-2024.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	Head or Staff Office of Library Management and Services
	1.2 Conducts Interview before issuing the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	1 minute	Head or Staff Office of Library Management and Services
2. Fills out the Referral Letter Request Form	2. Encodes information into the Referral Letter template, and print.	None	35 minutes	Head or Staff Office of Library Management and Services
3. Proceed to the College Dean's office to secure signature.	3. Affixes signature on the Referral Letter Request Form.	None	1 working day	Dean College
4. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	4. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	Head or Staff Office of Library Management and Services
5. Receive the referral letter and log on the Referral	5. Issues the Referral Letter to the client.	None	1 minute	Head or Staff Office of Library Management and Services



Issuance Log TSU-LMS-SF- 11.				
TOTAL:		None	1 Working Day & 50 Minutes	

Note: The total turnaround time considers the volume of clients, queues, and availability of signatory.



6. Processing of Request to Borrow Library Resources

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Deactivates the RFID tag by scanning the borrowed information material/s.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



7. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
In case of unvalidated/ and unissued ID:				
1. Certificate of Registration (COR) (1 Original and/ or electronic copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID. If presented ID is unvalidated present Certificate of Registration (COR).	None	1 minute	Head or Staff Office of Library Management and Services
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	1 minute	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	1 minute	Head or Staff Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	1 minute	Head or Staff Office of Library Management and Services
TOTAL:		None	4 Minutes	



8. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – College of Engineering Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services



b. Send an email to the official TSU library email address (library@tsu.edu.ph). <i>Note: A scanned copy of Certificate of Registration (for TSU students) or Valid TSU ID (for TSU employees) must be attached on the message or email for validation purposes.</i>				
TOTAL:		None	1 Working Day & 3 Minutes	

Note: The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



**Office of Library Management and Services –
Main Campus Library
External Services**



1. Requesting Access to the Library by Visiting Researcher/s

This service allows external clients to be accepted and have access to the available learning resources in the library.

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original copy)		The client will provide		
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher's Fee (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library.	1. Verifies the presented referral letter.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	Receives the payment and issues the Official Receipt.	PHP 50.00 per head	5 minutes	<i>Staff-in-Charge</i> Cashiering Unit



2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i> .	2. Performs reference procedures to identify needed information sources.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. <i>Note: if answer/s to the query/ies cannot be found, inform the client.</i>	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	15 Minutes	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		PHP 50.00 per Head	20 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



Office of Library Management and Services – Main Campus Library

Internal Services



1. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	Head or Staff Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	Head or Staff Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source.	None	3 minutes	Head or Staff Office of Library Management and Services



	<i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>			
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and sources of information for reference purposes.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	49 Minutes	

Note: The total turnaround time considers the nature of query, queue of requests, power availability, and internet connectivity.



2. Process of Renewing Borrowed Library Resources

The service allows library clients to renew borrowed books three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For in-person renewal				
1. Book(s) for renewal		The client will provide		
For online renewal				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For In- person Renewal at the Circulation Counter: Present library resource and request for renewal.	1. For Renewal at the Circulation Counter: Receives book and scans the book in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system. <i>Note: If the book is on demand or requested by other client, Library staff will inform client to return the book.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name: Student Number:				



2. For In- person Renewal at the Circulation Counter: Fill out the Book Card with the needed information and submit it to the staff.	2. Receives the filled-out Book Card and performs the renewal process in the library system.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s. For Online Renewal Requests: Be informed of the new renewal date,	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	9 Minutes	
TOTAL FOR ONLINE RENEWAL REQUESTS:		None	6 Minutes	



3. Process of Returning Library Resources

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	4 minutes	Head and Staff Office of Library Management and Services
	1.2 If overdue: Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	Head and Staff Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	Head and Staff Office of Library Management and Services
	2.3 Activates the RFID tag of the information material/s in the YourLib Staff Station system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.2 Returns the book to the shelf.	None	2 minutes	Staff Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	10 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	1 Working Day & 10 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for online book reservation through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.3 Deactivates the RFID tag of information	None	1 minute	Head and Staff



	material/s in the YourLib Staff Station system.			Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i>	3. Releases the library resource/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



5. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. Accomplished Library Referral Letter Request Form <i>TSU-LMS-SF-02</i> (1 Original Copy)		Office of Library Management and Services or download at SF-02-Library-Referral-Letter-Request-Form-2024.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Conducts Interview before issuing the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
2. Fills out the Referral Letter Request Form	2. Encodes information into the Referral Letter template, and print.	None	35 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Proceed to the College Dean's office to secure signature.	3. Affixes signature on the Referral Letter Request Form.	None	1 working day	<i>Dean</i> College
4. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	4. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	<i>Head or Staff</i> Office of Library Management and Services
5. Receive the referral letter and log on the Referral	5. Issues the Referral Letter to the client.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services



Issuance Log TSU-LMS-SF- 11.				
TOTAL:		None	1 Working Day & 50 Minutes	

Note: The total turnaround time considers the volume of clients, queues, and availability of signatory.



6. Processing of Request to Borrow Library Resources

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Deactivates the RFID tag by scanning the borrowed information material/s.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



7. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
In case of unvalidated/ and unissued ID:				
1. Certificate of Registration (COR) (1 Original and/ or electronic copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID. If presented ID is unvalidated present Certificate of Registration (COR).	None	1 minute	Head or Staff Office of Library Management and Services
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	1 minute	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	1 minute	Head or Staff Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	1 minute	Head or Staff Office of Library Management and Services
TOTAL:		None	4 Minutes	



8. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – Main Campus Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services



b. Send an email to the official TSU library email address (library@tsu.edu.ph). <i>Note: A scanned copy of Certificate of Registration (for TSU students) or Valid TSU ID (for TSU employees) must be attached on the message or email for validation purposes.</i>				
TOTAL:		None	1 Working Day & 3 Minutes	

Note: The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



**Office of Library Management and Services –
School of Law Library
External Services**



1. Requesting Access to the Library by Visiting Researcher/s

This service allows external clients to be accepted and have access to the available learning resources in the library.

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original Copy)		The client will provide		
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher’s Fee (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library. For Visitor’s from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher’s Fee and secure the Official Receipt. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	1. Verifies the presented referral letter. Receives the payment and issues the Official Receipt.	None PHP 50.00 per head	2 minutes 5 minutes	<i>Head and Staff</i> Office of Library Management and Services <i>Staff-in-Charge</i> Cashiering Unit



2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i> . For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	2. Performs reference procedures to identify needed information sources.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. <i>Note: if answer/s to the query/ies cannot be found, inform the client.</i>	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	15 Minutes	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		PHP 50.00 per Head	20 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



**Office of Library Management and Services –
School of Law Library
Internal Services**



1. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services



	<i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>			
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and sources of information for reference purposes.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	49 Minutes	

Note: The total turnaround time considers the nature of query, queue of requests, power availability, and internet connectivity.



2. Process of Renewing Borrowed Library Resources

The service allows library clients to renew borrowed books three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For in-person renewal				
1. Book(s) for renewal		The client will provide		
For online renewal				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For In- person Renewal at the Circulation Counter: Present library resource and request for renewal.	1. For Renewal at the Circulation Counter: Receives book and scans the book in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system. <i>Note: If the book is on demand or requested by other client, Library staff will inform client to return the book.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name: Student Number:				



2. For In- person Renewal at the Circulation Counter: Fill out the Book Card with the needed information and submit it to the staff.	2. Receives the filled-out Book Card and performs the renewal process in the library system.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s. For Online Renewal Requests: Be informed of the new renewal date,	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	9 Minutes	
TOTAL FOR ONLINE RENEWAL REQUESTS:		None	6 Minutes	



3. Process of Returning Library Resources

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 If overdue: Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	<i>Head and Staff</i> Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Activates the RFID tag of the information material/s in the YourLib Staff Station system.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Returns the book to the shelf.	None	2 minutes	<i>Staff</i> Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	10 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	1 Working Day & 10 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for online book reservation through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.3 Deactivates the RFID tag of information	None	1 minute	Head and Staff



	material/s in the YourLib Staff Station system.			Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i>	3. Releases the library resource/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



5. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. Accomplished Library Referral Letter Request Form <i>TSU-LMS-SF-02</i> (1 Original Copy)		Office of Library Management and Services or download at SF-02-Library-Referral-Letter-Request-Form-2024.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Conducts Interview before issuing the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
2. Fills out the Referral Letter Request Form	2. Encodes information into the Referral Letter template, and print.	None	35 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Proceed to the College Dean's office to secure signature.	3. Affixes signature on the Referral Letter Request Form.	None	1 working day	<i>Dean</i> College
4. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	4. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	<i>Head or Staff</i> Office of Library Management and Services
5. Receive the referral letter and log on the Referral	5. Issues the Referral Letter to the client.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services



Issuance Log TSU-LMS-SF- 11.				
TOTAL:		None	1 Working Day & 50 Minutes	

Note: The total turnaround time considers the volume of clients, queues, and availability of signatory.



6. Processing of Request to Borrow Library Resources

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Deactivates the RFID tag by scanning the borrowed information material/s.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



7. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
In case of unvalidated/ and unissued ID:				
1. Certificate of Registration (COR) (1 Original and/ or electronic copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID. If presented ID is unvalidated present Certificate of Registration (COR).	None	1 minute	Head or Staff Office of Library Management and Services
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	1 minute	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	1 minute	Head or Staff Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	1 minute	Head or Staff Office of Library Management and Services
TOTAL:		None	4 Minutes	



8. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – School of Law Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services



b. Send an email to the official TSU library email address (library@tsu.edu.ph). <i>Note: A scanned copy of Certificate of Registration (for TSU students) or Valid TSU ID (for TSU employees) must be attached on the message or email for validation purposes.</i>				
TOTAL:		None	1 Working Day & 3 Minutes	

Note: The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



Sports Development and Management Unit

External Services



1. Processing of Request for Hosting a Sports Event

This service enables the university to host a sports event and allows students and employees to take part in the sporting activities that the university organized and hosted.

Office or Division:	Sports Development and Management Unit (SDMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy and 1 Photocopy)				
6. Report of Grades (1 Certified True Copy)				
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)				
8. Medical Certificate (1 Original Copy)		TSU Medical Unit		
9. Eligibility Form (1 Original Copy)		TSU or Host School		
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notification about incoming sports event.	1.1 Submits a memo to CHED that the university is the host for the sports event.	None	10 minutes	<i>Sports Director</i> Sports Development and Management Unit
	1.2 Endorses the agenda to the Office of the University President.	None	30 minutes	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.3 Conducts meeting with Regional Directors, then planning afterwards.	None	3 hours	<i>Sports Director</i> Sports Development and Management Unit



	1.4 Conducts a meeting with Sports Directors and Tournament Managers concerning the scouting of playing areas with their designated sports.	None	3 hours	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.5 Conducts meeting with Team Captains and Coaches about the upcoming sports event.		2 hours	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.6 Coordinates with local government unit/s regarding the facilities to be used.	None	3 working days	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.7 Coordinates with other universities regarding the playing area of every sport.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
3. Attend initial training.	3.1 Communicates	None	365 calendar days	<i>Staff-in-Charge</i> Sports Development



	to the athletes to commence their training.			and Management Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	Staff-in-Charge Sports Development and Management Unit
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. <i>Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.</i>	None	3 hours	Staff-in-Charge Sports Development and Management Unit
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 calendar days	Staff-in-Charge Sports Development and Management Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 hour	Staff-in-Charge Sports Development and Management Unit
	5.2 Coordinates / communicates with other offices regarding the vehicles to use and other logistics for players and coaches.	None	3 working days	Staff-in-Charge Sports Development and Management Unit
6. Attend the sports event proper.	6. Deploys the	None	6 calendar days	Staff-in-Charge Motor pool Unit



	coaches, players, and sports directors.			
7. Receive the allowance.	7. Distributes the player's allowance and monitors the event.	None	2 hours	<i>Staff-in-Charge</i> Sports Development and Management Unit
TOTAL:		None	396 Days, 14 Hours & 40 Minutes	



2. Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game

This service enables the university to join pocket tournaments, tune-up games, and CHED-friendship game through invitations from affiliated sports organization or other universities and allows students and employees to take part in the sporting activities.

Office or Division:	Sports Development and Management Unit (SDMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU student athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' or Guardian's ID with Signature (1 Original Copy)				
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an invitation to the upcoming sports event.	1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit.	None	30 minutes	Staff-in-Charge Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	Sports Director Sports Development and Management Unit
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	Staff-in-Charge Sports Development and Management Unit



	2.2 Prepares the budget letter for the budget breakdown. <i>Note: Approval of budget letter depends on Accounting Office.</i>	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
	2.3 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit.	None	30 minutes	<i>Staff-in-Charge</i> Sports Development and Management Unit
3. Attend the sports event proper.	3. Deploys the coaches, players, and sports directors.	None	6 calendar days	<i>Staff-in-Charge</i> Motor pool Unit
4. Receive the allowance.	4. Distributes the players' allowance and monitors the event.	None	2 hours	<i>Staff-in-Charge</i> Sports Development and Management Unit
TOTAL:		None	21 Days, 3 Hour & 10 Minutes	



Sports Development and Management Unit

Internal Services



1. Processing of Request for Hosting a Sports Event

This service enables the university to host a sports event and allows students and employees to take part in the sporting activities that the university organized and hosted.

Office or Division:	Sports Development and Management Unit (SDMU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy and 1 Photocopy)				
6. Report of Grades (1 Certified True Copy)				
7. Philippine Statistics Authority (PSA) Birth Certificate (1 Original Copy and 1 Photocopy)				
8. Medical Certificate (1 Original Copy)		TSU Medical Unit		
9. Eligibility Form (1 Original Copy)		TSU or Host School		
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notification about incoming sports event.	1.1 Submits a memo to CHED that the university is the host for the sports event.	None	10 minutes	Sports Director Sports Development and Management Unit
	1.2 Endorses the agenda to the Office of the University President.	None	30 minutes	Staff-in-Charge Sports Development and Management Unit
	1.3 Conducts meeting with Regional Directors, then planning afterwards.	None	3 hours	Sports Director Sports Development and Management Unit

	1.4 Conducts a meeting with Sports Directors and Tournament Managers concerning the scouting of playing areas with their designated sports.	None	3 hours	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.5 Conducts meeting with Team Captains and Coaches about the upcoming sports event.		2 hours	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.6 Coordinates with local government unit/s regarding the facilities to be used.	None	3 working days	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.7 Coordinates with other universities regarding the playing area of every sport.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	<i>Staff-in-Charge</i> Sports Development and Management Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	<i>Staff-in-Charge</i> Sports Development and



				Management Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	Staff-in-Charge Sports Development and Management Unit
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. <i>Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.</i>	None	3 hours	Staff-in-Charge Sports Development and Management Unit
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 calendar days	Staff-in-Charge Sports Development and Management Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 hour	Staff-in-Charge Sports Development and Management Unit
	5.2 Coordinates / communicates with other offices regarding the vehicles to use and other logistics for players and coaches.	None	3 working days	Staff-in-Charge Sports Development and Management Unit
6. Attend the sports event proper.	6. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit



7. Receive the allowance.	7. Distributes the player's allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports Development and Management Unit
TOTAL:		None	396 Days, 14 Hours & 40 Minutes	



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION



Accounting Unit

External Services



1. Processing for Assessment of Fees for Other Payors

The service allows clients/ other payors to avail assessment of their payment for various transactions.

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. SEMINAR/TRAINING FEES (RESEARCH)				
1. List of name/s (1 Original Copy)		The client will provide		
B. SALE OF BIDDING DOCUMENTS, NOTARIAL FEES, ROOM ACCOMMODATION, RENTALS, LAUNDRY, TURNITIN				
1. Pre-assessment Slip/Information (1 Original Copy)		The client will provide		
C. TRANSFER OF FUNDS				
1. Disbursement Voucher (1 Original Copy)		The client will provide		
D. CASH ADVANCE RETURN				
1. Summary of Expenses (1 Original Copy)		The client will provide		
2. Obligation Request and Status (1 Original Copy)				
E. CERTIFICATION, RECTIFICATION				
1. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)		Office of Admission and Registration		
2. Accomplished Form for Correction/Rectification of Grades TSU-OAR-SF-25 (1 Original Copy)				
F. FINANCIAL ASSISTANCE, SCHOLARSHIP				
1. Check (1 Original Copy)		The client will provide		
2. Advice/Authority to Debit Account (ADA) from Provider (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/state the request and present the requirement/s needed for the particular transaction at the Accounting Unit	1.1 Opens the TSU's System for assessment and checks if there is an existing account for the client. If with existing account, proceed to Agency 1.3.	None	2 minutes	<i>Staff</i> Accounting Unit



	1.2 Creates an account if the client has no existing account.	None	1 minute	<i>Staff</i> Accounting Unit
	1.3 Assesses the particular fee/s.	None	1 minute	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip/ information	2. Prints and releases the assessment slip or information.	None	1 minute	<i>Staff</i> Accounting Unit
TOTAL FOR CLIENT WITH EXISTING ACCOUNT:		None	4 Minutes	
TOTAL FOR CLIENT WITHOUT EXISTING ACCOUNT:		None	5 Minutes	



Accounting Unit

Internal Services



1. Processing for Assessment of Fees for Other Payors

The service allows clients / other payors to avail assessment of their payment for various transactions.

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. SEMINAR/TRAINING FEES (RESEARCH)				
1. List of name/s (1 Original Copy)		The client will provide		
B. SALE OF BIDDING DOCUMENTS, NOTARIAL FEES, ROOM ACCOMMODATION, RENTALS, LAUNDRY, TURNITIN				
1. Pre-assessment Slip/Information (1 Original Copy)		The client will provide		
C. TRANSFER OF FUNDS				
1. Disbursement Voucher (1 Original Copy)		The client will provide		
D. CASH ADVANCE RETURN				
1. Summary of Expenses (1 Original Copy)		The client will provide		
2. Obligation Request and Status (1 Original Copy)		The client will provide		
E. CERTIFICATION, RECTIFICATION				
1. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)		Office of Admission and Registration		
2. Accomplished Form for Correction/Rectification of Grades TSU-OAR-SF-25 (1 Original Copy)		Office of Admission and Registration		
F. FINANCIAL ASSISTANCE, SCHOLARSHIP				
1. Check (1 Original Copy)		The client will provide		
2. Advice/Authority to Debit Account (ADA) from Provider (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/state the request and present the requirement/s needed for the particular transaction at the Accounting Unit	1.1 Opens the TSU's System for assessment and checks if there is an existing account for the client. If with existing account, proceed to Agency 1.3 .	None	2 minutes	<i>Staff</i> Accounting Unit



	1.2 Creates an account if the client has no existing account.	None	1 minute	<i>Staff</i> Accounting Unit
	1.3Assesses the particular fee/s.	None	1 minute	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip/ information	2. Prints and releases the assessment slip or information.	None	1 minute	<i>Staff</i> Accounting Unit
TOTAL FOR CLIENT WITH EXISTING ACCOUNT:		None	4 Minutes	
TOTAL FOR CLIENT WITHOUT EXISTING ACCOUNT:		None	5 Minutes	



2. Processing of Request for Re-Assessment / Adjustment of Student Fees and Checking of Student Account Balances

The service allows students to request for verification of account balance / request for re-assessment / adjustment of fees and checking of account balance in accordance with the university policy.

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
	G2C – Government to Citizen			
Type of Transaction:				
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR ONLINE REQUEST				
None		None		
B. FOR WALK-IN REQUEST				
1. Printed Pre-Assessment / Pre-Registration Form or TSU Identification Card (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an e-mail at acctg@tsu.edu.ph with the following details: Name of Student: Student Number: Course: Email Address: State the purpose whether to verify account balance or request for re-assessment / adjustment of fees' schedule of payment.	1.1 For Online Request: Receives the e-mail request.	None	1 working day	Staff Accounting Unit
For Walk-In Request: Proceed to Accounting Office and present the Pre-Assessment /	For Walk-in Request: Receives the submitted requirements and checks the Student Account in the TSU Enrolment	None	2 minutes	Staff Accounting Unit



	1.2 For Online Request: Opens the Student Account in TSU Enrolment System, checks the account balance and reviews for possible reassessment / adjustment of fees as requested in accordance with the University Policy.	None	5 minutes	<i>Staff</i> Accounting Unit
	For Walk-in: Checks the account balance and reviews for possible reassessment / adjustment of fees in accordance with the University policy.	None	2 minutes	<i>Staff</i> Accounting Unit
2. For Online Request: Receive an e-mail response to the request.	2. For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	<i>Staff</i> Accounting Unit
For Walk-In: Receive response to request.	For Walk-In: Responds to student's request.	None	1 minute	<i>Staff</i> Accounting Unit
TOTAL FOR ONLINE REQUEST:		None	1 Working Day & 10 Minutes	
TOTAL FOR WALK-IN REQUEST:		None	5 Minutes	



3. Processing of Refund of Tuition & Other Fees, Overpayment, Breakage Deposit & Other Credit Balances

The service allows students to request refunds for overpayment, breakage deposit, and other credit balances.

Office or Division:	Accounting Unit (AU)			
Classification:	For Online Request: Complex			
	For Walk-In Request: Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REFUND OF TUITION AND OTHER FEES DUE TO WITHDRAWAL OF ENROLLMENT				
1. Official Receipt (1 Original Copy / Electronic Copy)		The client will provide		
2. Certificate of Registration (1 Original Copy / Electronic Copy)				
3. Accomplished Dropping Form (1 Original Copy / Electronic Copy)				
4. Official Receipt of Revision Fee (1 Original Copy)				
5. Client's Contact Details / Number				
B. FOR REFUND OF OVERPAYMENT AND OTHER CREDIT BALANCES				
1. Official Receipt (1 Duplicate Copy / Electronic Copy)		The client will provide		
2. Certificate of Registration (1 Duplicate Copy / Electronic Copy)				
3. Document / Letter as Proof of Dissolved Subject/s, if any (1 Duplicate Copy / Electronic Copy)				
4. Client's Contact Details / Number				
C. FOR REFUND OF BREAKAGE DEPOSIT				
1. Student ID (1 Photocopy)		The client will provide		
2. Client's Contact Details / Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an e-mail at acctg@tsu.edu.ph regarding the request and attach complete requirements.	1.1 For Online Request: Receives the email request, verifies the student's account balance in the TSU Enrolment System if eligible for refund, and prints the submitted requirements.	None	5 hours	Staff Accounting Unit



For Walk-In: Present the complete requirements to the Accounting Office.	For Walk-In: Receives, checks the submitted requirements and verifies the student's account balance in the TSU Enrolment System if eligible for refund	None	5 minutes	<i>Staff</i> Accounting Unit
	1.2 Prepares the Disbursement Voucher/Payroll with the required attachments and forwards it to the Accounting Unit Head for signature.	None	1 working day	<i>Staff</i> Accounting Unit
	1.3 Signs the Disbursement Voucher, certifying cash availability and completeness of supporting documents.	None	1 working day	<i>Head & Staff</i> Accounting Unit
	1.4 Records the refund/s in the DV/Payroll Logbook and forwards the prepared documents to office of Vice President for Administration (VPA).	None	5 hours	<i>Staff</i> Accounting Unit <i>Vice President</i> Office of the Vice President for Administration
	1.5 Receives and processes the Disbursement Voucher/Payroll, then forwards the documents to the Cashiering Unit.	None	5 minutes & 30 seconds	<i>Vice President & Staff</i> Office of the Vice President for Administration
	1.6 Receives and processes the check for the payment.	None	1 working day	<i>Staff & Head</i> Cashiering Unit
2. Receives refund request.	2. Releases the check/ payment	None	5 minutes	<i>Staff</i> Cashiering Unit
TOTAL FOR ONLINE REQUEST:		None	4 Working Days, 10 Minutes & 30 Seconds	



TOTAL FOR WALK-IN REQUEST:	None	3 Working Days, 5 Hours, 15 Minutes & 30 Seconds	



Cashiering Unit

External Services



1. Process for Claiming of Checks

This service allows an individual or business entity to claim payment for obligations thru check.

Office or Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. <i>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</i>	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
TOTAL:		None	20 Minutes	



2. Processing of Cash Payment for Outstanding Balances

This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the University.

Office or Division:	Cashiering Unit- Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment Slip (1 Original Copy)		Office of Admission and Registration or Business Center or Accounting Unit		
2. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Assessment Slip and TSU ID to the Cashiering Unit.	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit
	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstanding Balance	1 minute	Collecting Staff Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit
TOTAL:		Outstanding Balance	4 Minutes	



3. Processing of Request for Certificate of Payment for Lost Official Receipt

This service intends to issue Certificate of Payment upon request of payee to replace lost Official Receipt.

Office or Division:	Cashiering Unit – Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Lost 1 (Original Copy)		The client will provide		
2. Valid TSU ID (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Collection Window the intent to request for Certificate of Payment and present pertinent requirements.	1. Verifies correctness of the Affidavit of Loss and ID Number.	None	5 minutes	Collecting Staff Cashiering Unit
2. Pay the Certification Fee.	2.1 Collects the payment.	Php 20.00 / transaction	1 minute	Collecting Staff Cashiering Unit
	2.2 Processes, prints and signs the Certificate of Payment.	None	3 minutes	Collecting Staff Cashiering Unit
3. Receive the Certificate of Payment.	3. Releases the Certificate of Payment.	None	1 minute	Collecting Staff Cashiering Unit
TOTAL:		Php 20.00 per Transaction	10 Minutes	

Note: The total turnaround time considers the volume of clients, waiting time, queue and internet connectivity issues.



Cashiering Unit

Internal Services



1. Processing of Request for Certificate of Payment for Lost Official Receipt

This service intends to issue Certificate of Payment upon request of payee to replace lost Official Receipt.

Office or Division:	Cashiering Unit – Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Lost 1 (Original Copy)		The client will provide		
2. Valid TSU ID (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Collection Window the intent to request for Certificate of Payment and present pertinent requirements.	1. Verifies correctness of the Affidavit of Loss and ID Number.	None	5 minutes	Collecting Staff Cashiering Unit
2. Pay the Certification Fee.	2.1 Collects the payment.	Php 20.00 / transaction	1 minute	Collecting Staff Cashiering Unit
	2.2 Processes, prints and signs the Certificate of Payment.	None	3 minutes	Collecting Staff Cashiering Unit
3. Receive the Certificate of Payment.	3. Releases the Certificate of Payment.	None	1 minute	Collecting Staff Cashiering Unit
TOTAL:		Php 20.00 per Transaction	10 Minutes	

Note: The total turnaround time considers the volume of clients, waiting time, queue and internet connectivity issues.



Civil Security Unit

External Services



1. Processing Request for CCTV Footage Review

This service allows clients to request access to view closed-circuit television (CCTV) footage within the University premises for purposes of investigation and filing of complaints.

Office or Division:	Civil Security Unit (CSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR VIEWING PURPOSES				
1. Request for CCTV Footage Review Form <i>TSU-CSU-SF-48</i> (1 Original Copy)		Civil Security Unit		
B. FOR REQUEST OF FOOTAGE COPY				
1. Request Letter Subject for Investigation Addressed to Data Privacy Officer (1 Original Copy)		The client will provide		
2. Formal Complaint / Court Order / Police Order (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For viewing only: Proceed to Civil Security Unit to acquire and fill out Request for CCTV Footage Review Form (<i>TSU-CSU-SF-48</i>).	1.1 Provides the Request for CCTV Footage Review Form (<i>TSU-CSU-SF-48</i>).	None	3 minutes	<i>Administrative Aide / Security Guard on Duty Civil Security Unit</i>
	1.2 Accepts the form and assesses the submitted request.	None	1 minute	<i>Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit</i>
	1.3In cases where a request is disapproved , the applicant should be formally informed of the reason for the disapproval and, when applicable, advised on the necessary steps to correct or resubmit the request.	None	1 minute	<i>Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit</i>



2. View on the monitor the requested footage.	2. Flashes and reviews the CCTV footage at a given specific location and time.	None	5 minutes	Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit
3. Accomplish the information on the log sheet before leaving the office.	3. Provides the log sheet.	None	1 minute	Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit
4. For request of footage copy: Proceed to Civil Security Unit to submit the documentary requirements.	4.1 Receives requirements and assess the submitted request.	None	3 working days	Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit
	4.2 Forwards the document to the Civil Security Unit Head and Data Privacy Officer (DPO) for approval.	None		Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit
	4.3 Evaluates the forwarded document and if it's approved by the DPO, forward the request to University President for final approval.	None		Civil Security Unit Head Civil Security Unit Data Privacy Officer Data Privacy Unit
5. Receives notification on approval and / or disapproval of the request	5. Notifies the client on the approval and / or disapproval of the request	None	1 minute	Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit



6. Receives the approved request.	6. Provides a copy of specific footage to the client.	None	1 minute	<i>Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit</i>
7. Accomplish the information on the log sheet before leaving the office.	7. Provides and instructs the client to accomplish the log sheet.	None	1 minute	<i>Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit</i>
TOTAL:		None	3 Working Days & 14 Minutes	



Civil Security Unit

Internal Services



1. Processing Request for CCTV Footage Review

This service allows clients to request access to view closed-circuit television (CCTV) footage within the University premises for purposes of investigation and filing of complaints.

Office or Division:	Civil Security Unit (CSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR VIEWING PURPOSES				
1. Request for CCTV Footage Review Form <i>TSU-CSU-SF-48</i> (1 Original Copy)		Civil Security Unit		
B. FOR REQUEST OF FOOTAGE COPY				
1. Request Letter Subject for Investigation Addressed to Data Privacy Officer (1 Original Copy)		The client will provide		
2. Formal Complaint / Court Order / Police Order (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For viewing only: Proceed to Civil Security Unit to acquire and fill out Request for CCTV Footage Review Form (<i>TSU-CSU-SF-48</i>).	1.1 Provides the Request for CCTV Footage Review Form (<i>TSU-CSU-SF-48</i>).	None	3 minutes	<i>Administrative Aide / Security Guard on Duty</i> Civil Security Unit
	1.2 Accepts the form and assesses the submitted request.	None	1 minute	<i>Administrative Aide</i> <i>Civil Security Unit Head</i> <i>Security Guard on Duty</i> Civil Security Unit
	1.3 In cases where a request is disapproved , the applicant should be formally informed of the reason for the disapproval and, when applicable, advised on the necessary steps to correct or resubmit the request.	None	1 minute	<i>Administrative Aide</i> <i>Civil Security Unit Head</i> <i>Security Guard on Duty</i> Civil Security Unit
2. View on the monitor the	2. Flashes and reviews the CCTV	None	5 minutes	<i>Administrative Aide</i>

requested footage.	footage at a given specific location and time.			<i>Civil Security Unit Head Security Guard on Duty Civil Security Unit</i>
3. Accomplish the information on the log sheet before leaving the office.	3. Provides the log sheet.	None	1 minute	<i>Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit</i>
4. For request of footage copy: Proceed to Civil Security Unit to submit the documentary requirements.	4.1 Receives requirements and assess the submitted request.	None	3 working days	<i>Administrative Aide Civil Security Unit Head Security Guard on Duty Civil Security Unit</i>
	4.2 Forwards the document to the Civil Security Unit Head and Data Privacy Officer (DPO) for approval.	None		<i>Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit</i>
	4.3 Evaluates the forwarded document and if it's approved by the DPO, forward the request to University President for final approval.	None		<i>Civil Security Unit Head Civil Security Unit Data Privacy Officer Data Privacy Unit</i>
5. Receives notification on approval and / or disapproval of the request	5. Notifies the client on the approval and / or disapproval of the request	None	1 minute	<i>Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit</i>
6. Receives the approved request.	6. Provides a copy of specific footage to the client.	None	1 minute	<i>Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit</i>



7. Accomplish the information on the log sheet before leaving the office.	7. Provides and instructs the client to accomplish the log sheet.	None	1 minute	<i>Administrative Aide</i> <i>Civil Security Unit Head</i> <i>Security Guard on Duty</i> <i>Civil Security Unit</i>
TOTAL:		None	3 Working Days & 14 Minutes	



2. Processing Overnight Parking in the University

This service allows all employees (*teaching/non-teaching*) to park their vehicles overnight when they have official travels / business.

Office or Division:	Civil Security Unit (CSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees (<i>Teaching / Non-teaching</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Overnight Parking Permit Form <i>TSU-CSU-SF-49</i> (1 Original Copy)		Civil Security Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Civil Security Unit Office to acquire and fill out the Overnight Parking Permit Form (<i>TSU-CSU-SF-49</i>).	1. Provides the Overnight Parking Permit Form (<i>TSU-CSU-SF-49</i>) to the client.	None	1 minute	<i>Administrative Aide</i> Civil Security Unit
2. Submit filled out form	2.1 Assesses the form if it's filled out completely.	None	3 minutes	<i>Administrative Aide</i> Civil Security Unit
	2.2 Endorses the form to the Chief for Operation and CSU Head for approval.	None	5 minutes	<i>Administrative Aide/ Chief for Operation/ Unit Head</i> Civil Security Unit
3. Receive copy of the approved request. In cases where a request is disapproved , the applicant should be formally informed of the reason for the disapproval and, when applicable, advised on the necessary steps to correct or	3. Informs the client and give the duplicate copy of the approve request	None	1 minute	<i>Administrative Aide</i> Civil Security Unit



resubmit the request.				
4. Proceed to Park the vehicle in the designated area as per the approved permit.	4. Informs the Security Guard on duty about the details of the Overnight Parking Permit Form.	None	1 minute	<i>Administrative Aide Security Guard on Duty Civil Security Unit</i>
TOTAL:		None	11 Minutes	



Contract Management Unit

External Services



1. Processing of Service Request

This service allows offices/units, colleges, employees, students at the university, and stakeholders to request documents needed for various purposes.

Office or Division:	Office of Facilities Development and Management – Contract Management Unit			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Employees, Units, Offices, Colleges, and Students who are enrolled in the University, Contractors, Construction Companies, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Employees, Units, Offices, Colleges, and Students who are enrolled in the University				
1. Accomplished Service Request with the following information: (1 Original Copy) - Name of the Requestor - Office/Unit/College - Date Filed - Type of Request - Purpose of the Request - Signature of the Head of the Requestor’s Office/Unit/College		Office of Facilities Development and Management		
B. For Contractors, Construction Companies, and Government Agencies				
1. Accomplished Service Request with the following information: (1 Original Copy) - Name of the Requestor - Company/ Government Agency - Date submitted - Type of Request - Purpose of the Request - Signature of the Head of the Requestor’s Office/Unit/College		Office of Facilities Development and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and Management	1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU	None	10 minutes	Clerk Office of Facilities Development and Management
	1.2 Checks and validates whether the request is to be approved or disapproved.	None	30 minutes	Head Contract Management Unit



	If approved: Forward the Service Request to the Personnel-in-Charge/ CMU Staff. If disapproved: State reason of disapproval and return the Service Request to the client.			
2. Receive and fill-out the Claim Stub with the following information: - Name of the Requestor - Office/Unit/ College - Date Filed	2.1 Issues the Claim Stub with control number and claiming date of request.	None	10 minutes	<i>Personnel-in-Charge</i> Contract Management Unit
	2.2 Prepares the requested documents needed by the requestor.	None	2 working days	<i>Personnel-in-Charge</i> Contract Management Unit
3. Receive a notification/ message regarding the availability of the requested document.	3. Informs the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management
4. Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.	4. Receives and signs the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	<i>Clerk</i> Office of Facilities Development and Management
TOTAL:		None	2 Working Days, 1 Hour & 30 Minutes	



Contract Management Unit

Internal Services



1. Processing of Service Request

This service allows offices/units, colleges, employees, students at the university, and stakeholders to request documents needed for various purposes.

Office or Division:	Office of Facilities Development and Management – Contract Management Unit			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Employees, Units, Offices, Colleges, and Students who are enrolled in the University, Contractors, Construction Companies, and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Employees, Units, Offices, Colleges, and Students who are enrolled in the University				
1. Accomplished Service Request with the following information: (1 Original Copy) - Name of the Requestor - Office/Unit/College - Date Filed - Type of Request - Purpose of the Request - Signature of the Head of the Requestor’s Office/Unit/College		Office of Facilities Development and Management		
B. For Contractors, Construction Companies, and Government Agencies				
1. Accomplished Service Request with the following information: (1 Original Copy) - Name of the Requestor - Company/ Government Agency - Date submitted - Type of Request - Purpose of the Request - Signature of the Head of the Requestor’s Office/Unit/College		Office of Facilities Development and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and Management	1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	None	10 minutes	Clerk Office of Facilities Development and Management
	1.2 Checks and validates whether the request is to be approved or disapproved.	None	30 minutes	Head Contract Management Unit



	If approved: Forward the Service Request to the Personnel-in-Charge/ CMU Staff. If disapproved: State reason of disapproval and return the Service Request to the client.			
2. Receive and fill-out the Claim Stub with the following information: - Name of the Requestor - Office/Unit/ College - Date Filed	2.1 Issues the Claim Stub with control number and claiming date of request.	None	10 minutes	<i>Personnel-in-Charge</i> Contract Management Unit
	2.2 Prepares the requested documents needed by the requestor.	None	2 working days	<i>Personnel-in-Charge</i> Contract Management Unit
3. Receive a notification/ message regarding the availability of the requested document.	3. Informs the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management
4. Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.	4. Receives and signs the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	<i>Clerk</i> Office of Facilities Development and Management
TOTAL:		None	2 Working Days, 1 Hour & 30 Minutes	



Dental Health Unit

Internal Services



1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

Office or Division:	Dental Health Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Currently Enrolled TSU Students and TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Dental Certificate Request Form <i>TSU-DHU-SF-06</i> (1 Original Copy)		Dental Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished Dental Certificate Request Form to the Dental Unit.”	1.1 Reviews the request together with the dental record of the requisite.	None	8 minutes	<i>Dentist</i> Dental Health Unit
	1.2 Lists the procedure/s done in the draft.			
	1.3 Forwards the draft to the Dental Clerk.			
	1.4 Prepares and reviews the document.			<i>Dental Clerk/</i> <i>Dental Assistant</i> Dental Health Unit
	1.5 Certifies and signs the dental certificate, if there is no error found. <i>Note: If there’s an error found, return to the Dental Clerk for correction. Then, certify and sign.</i>			<i>Dentist</i> Dental Health Unit
2. Register at the Daily Accomplishment Log (<i>TSU-DHU-SF-10</i>), when told to do so by the Dental Clerk.	2. Release the certificate once certified or signed by the dentist.	None	20 minutes	<i>Dentist</i> Dental Health Unit <i>Dental Assistant</i> Dental Health Unit
TOTAL:		None	28 Minutes	



Employee Welfare Unit

External Services



1. Processing of Employment Verification Requests

The service allows the verification of the employment record of active and inactive personnel of the University for new employment and/or bank/loan applications.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Any Government Agencies and Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Personnel Information to be Verified (1 Original Copy) such as - Name - Position - Date Hired - Monthly Salary - Employment Status - Confirmation for Pending - Resignation / Separation, and etc.		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In / Phone Call Requests: Submit the list of personnel information to be verified to the office of Employee Welfare Unit or call (045) 606-8155. For Online: Request for the employment details of the TSU personnel concerned at hrdmo@tsu.edu.ph	1.1 For Walk-In / Phone Call Requests: Receives and lists the needed details and informs the client of feedback after. For Online: Receives the email from the Background Investigator and start the verification / checking of the employment records of the personnel concerned.	None	5 minutes	Staff Employee Welfare Unit
	1.2 Verifies if the requested person is/was hired. Prepares and lists the	None.	30 minutes	Staff Employee Welfare Unit



	information needed.			
2. Receive feedback regarding the inquiry.	2. For Walk-In / Phone Call Requests: States the information as per recorded on the 201 File of the personnel or on the Human Resource Integrated System. For Online: Replies to the email sent by the background investigator / company. States the information as per recorded on the 201 File of the personnel or on the HRIS. <i>Note: If concerned person is not found in the Human Resource Integrated System or 201 File, declare that the person has no employment record at TSU.</i>	None	5 minutes	Staff Employee Welfare Unit
TOTAL FOR CALL / WALK-IN / ONLINE TRANSACTIONS:		None	40 Minutes	



2. Processing of Request for Issuance of Certifications

The service allows the issuance of various certifications, e.g., Certificate of Employment and Service Record to be used by employees for any legal purpose needed.

[illegible]



TSU personnel concerned.	<i>Note: If Certification / Documents Request Slip is not properly accomplished, return the slip to client and inform the lacking.</i>			
2. Answer additional questions for the confirmation of the request and employment record.	2.1 Asks the Requester for other verification purposes. 2.2 Checks the 201 File Folder of the requesting personnel. 2.3 Prepares and prints the certification.	None	2 hours & 20 minutes	Staff Employee Welfare Unit
3. Receive the signed and dry-sealed request certificate.	3. For Walk-In: Releases the signed and dry-sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel. For Online Application: Scans the signed certification and sends to the provided email address; or retrieves at the HR file box at a designated date and time.	None	5 minutes	Staff Employee Welfare Unit
TOTAL FOR WALK-IN / ONLINE TRANSACTION:		None	2 Hours & 30 Minutes	



Employee Welfare Unit

Internal Services



1. Printing of Daily Time Record (DTR) for Overtime/Extended Services

The service allows TSU employees to request and receive a printed Daily Time Record (DTR) for their overtime or extended services.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM - EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any Active TSU Employees Rendering Overtime or Extended Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Overtime/Extended Services Form (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Overtime / Extended Services Form at the Office of Human Resource Development and Management.	1.1 Receives and files the submitted document <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	Staff-in-Charge Employee Welfare Unit
	1.2 Plots the overtime or extended services schedule as reflected on the submitted form	None	10 minutes	Staff-in-Charge Employee Welfare Unit
2. Receive the printed the Daily Time Record (DTR)	2. Prints and issues the plotted Daily Time Record (DTR) schedule.	None	5 minutes	Staff-in-Charge Employee Welfare Unit
TOTAL:		None	20 Minutes	



2. Process for Requesting and Issuance of Authority to Travel Abroad

This process is for the issuance of the Authority to Travel Abroad for employees on official business or on leave of absence.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Any Active TSU Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR PERSONAL TRAVEL		
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29 .		Office of Human Resource Development and Management Office (OHRDM)
2. Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details: (2 Original Copies) • Travel Dates • Destination • Purpose of Travel		The client will provide.
3. Approved Application for Leave of Absence CS Form 6 (1 Photocopy)		
4. Approved Make-Up Class Form TSU-VPA-SF-15, if applicable (1 Photocopy)		
5. Approved Clearance Form CS Form 7, if applicable (1 Photocopy)		
B. FOR OFFICIAL BUSINESS TRAVEL		
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29 .		Office of Human Resource Development and Management Office (OHRDM)
2. Approved Travel Order Form TSU-ASU-SF-23 (1 Photocopy)		The client will provide
3. Approved Request Letter to Travel, if applicable (2 Original Copies)		
4. Letter of Invitation, if applicable (1 Photocopy)		
5. Endorsement from the Office of the Vice President for Research Development and Extension, if applicable (1 Photocopy)		
6. TSU Board of Regents Resolution (1 Photocopy)		
7. CHED Travel Endorsement (1 Photocopy)		
C. FOR CHED SCHOLAR’S TRAVEL		
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29 .		Office of Human Resource Development and Management Office (OHRDM)
2. Approved Request Letter to Travel (2 Original Copies)		The client will provide



3. Approved Travel Order <i>TSU-ASU-SF-23</i> , if applicable (1 Photocopy)				
4. Application for Leave of Absence <i>CS Form 6</i> , if applicable (1 Photocopy)				
5. Endorsement from Ethics Committee / University Research Office, if applicable (1 Photocopy)				
6. CHED Travel Clearance Certificate (1 Original Copy)				
7. Certificate of Clearance from DHEI (1 Duplicate Copy)				
8. Letter of Invitation, if applicable (1 Duplicate Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Certification/ Documents Request Slip at the Office of Human Resource Development and Management.	1. Receives the Certification / Documents Request Slip. <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	Staff Employee Welfare Unit
2. Receive the checklist of the supporting documents needed for the approval of the request.	2. Issues the Checklist for Authority to Travel Abroad Requirements (<i>TSU-EWU-SF-11</i>).	None	5 minutes	Staff Employee Welfare Unit
3. Submit other attachments required for the purpose of travel that is being requested.	3.1 Receives and checks the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	Staff Employee Welfare Unit
	3.2 Prepares and prints 2 copies of the Authority to Travel Abroad (ATA), attaches a set of supporting documents for each ATA copy.	None	10 minutes	Staff Employee Welfare Unit Director Office of Human Resource Development and Management
	3.3 Submits to Human Resource Development and Management	None	1 working day	Staff Employee Welfare Unit



	Director and concerned Vice President for countersign; University President for approval and signing.			<i>Director</i> Office of Human Resource Development and Management <i>Vice President</i> Respective Vice President <i>University President</i> Office of the University President
4. Receive the signed and dry-sealed Authority to Travel Abroad.	4. Releases the signed and dry-sealed Authority to Travel Abroad (ATA) to the requesting personnel. Have them sign on the Logbook for records purposes.	None	5 minutes	<i>Staff</i> Employee Welfare Unit <i>Unit Head</i> Employee Welfare Unit
TOTAL:		None	1 Working Day & 30 Minutes	



3. Process for Requesting of Contract of Service (COS) of Lecturers

The service allows the issuance of semestral Contracts of Service (COS) of full-time and part-time lecturer employees of the University for the processing of their Special Orders (SO) and other registrations.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any Active Full-Time and Part-Time TSU Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR NEWLY HIRED AND RE-EMPLOYED LECTURERS				
1. Medical Certificate Signed by the University Medical Officer (1 Original Copy)		The client will provide		
2. Personal Data Sheet (PDS) CSC Form 212 Revised 2017 (2 Original Copies)				
3. Approved Faculty Teaching Load / Assignment for the Semester (1 Photocopy)				
B. FOR RENEWAL OF LECTURERS				
1. Fully Accomplished and Duly Signed Renewal Notification Slip sent by the Office of the College Dean to the Office of Human Resource Development and Management <i>TSU-EWU-SF-21</i> (1 Original Copy)		The assigned college of the client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of Human Resource Development and Management.	1.1 Receive the complete requirements of the client. <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	Staff Employee Welfare Unit
	1.2 Checks and coordinates with the Recruitment, Selection and Promotion Unit and College Dean for the employment date and rate per hour.	None	10 minutes	Staff Employee Welfare Unit
2. Receive the	2.1 Prepare and print the COS of	None	1 working day	Staff



printed Contract of Service with the instructions for the signing.	client. Instruct the client for the signing of their Contract of Service.			Employee Welfare Unit
	2.2 Receives the signed Contract of Service and logs it.	None	5 minutes	<i>Staff</i> Employee Welfare Unit <i>Director</i> Office of Human Resource Development and Management
3. Receive the two (2) certified machine copies of signed Contract of Service.	3.1 Prepares two (2) certified machine copies of the signed Contract of Service.	None	5 minutes	<i>Staff</i> Employee Welfare Unit <i>Director</i> Office of Human Resource Development and Management
	3.2 Files the original copy of the signed Contract of Service to the lecturer's 201 File Folder.	None	5 minutes	<i>Staff</i> Employee Welfare Unit <i>Director</i> Office of Human Resource Development and Management
TOTAL:		None	1 Working Day & 30 Minutes	



4. Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits

The service allows the application and filing of documents for retirement/ separation, life insurance, terminal pay and other social insurance benefits of separating and retiring Plantilla and Contractual employees of the University.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any Separating and Retiring Plantilla and Contractual TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR RETIREMENT UNDER RA 8291				
1. Approved Copies of the Letter of Intent to Retire (3 Original Copies)		The client will provide		
2. Clearance Form <i>CS-Form 7</i> (3 Original Copies)				
3. Accomplished GSIS Application for Retirement <i>GSIS Form No. 02282014-RET</i> (1 Original Copy)				
4. Accomplished GSIS Application for Life Insurance Benefit <i>GSIS Form No. 03102014-RET</i> (1 Original Copy)				
5. Duly Signed Copy of Tentative Computation of GSIS Retirement Pay and Life Insurance Benefit (1 Original Copy)				
6. GSIS Policy, if any (1 Original Copy)				
B. FOR RETIREMENT UNDER RA 1616				
1. Approved Copies of the Letter of Intent to Retire (3 Original Copies)		The client will provide		
2. Clearance Form <i>CS-Form 7</i> (3 Original Copies)				
3. Accomplished GSIS Application for Retirement <i>GSIS Form No. 02282014-RET</i> (1 Original Copy)				
4. Accomplished GSIS Application for Life Insurance Benefit <i>GSIS Form No. 03102014-RET</i> (1 Original Copy)				
5. Duly Signed Copy of Tentative Computation of GSIS Retirement Pay and Life Insurance Benefit (1 Original Copy)				
6. GSIS Policy, if any (1 Original Copy)				
7. Duly Signed Insurance Benefit (1 Original Copy)				
8. Duly Signed Medical Certificate (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquire about retirement/ separation benefits that are applicable to the client at the Office of Human Resource Development and Management.	1. Provides information and explains the client's options.	None	20 minutes	Staff Employee Welfare Unit
2. Receive and take note of the list of supporting documents.	2. Provides information regarding the checklist of requirements.	None	5 minutes	Staff Employee Welfare Unit
3. Submit a copy of the approved letter of intent to retire and other supporting documents.	3.1 Receives and checks the submitted documents of the client. <i>Note: If documents are incomplete or improperly filled-out, return to client.</i>	None	5 minutes	Staff Employee Welfare Unit
	3.2 Prepares certifications and reports to be forwarded to the Budget Management Unit and/or directly to GSIS.	None	2 hours	Staff Employee Welfare Unit Director Office of Human Resource Development and Management
4. Waits for the confirmation text or email or for their voucher.	4.1 Informs the client and advises them for the confirmation text or email from GSIS or for their voucher.	None	5 minutes	
	4.2 Files the HR copy of the application documents.	None	5 minutes	
TOTAL:		None	2 Hours & 40 Minutes	



5. Processing of Application for Leave of Absence

This service allows clients to file for their leave benefits and record their application for leave of absence throughout their service in the institution

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Permanent, Temporary, Contractual, and Substitute TSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. VACATION LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
B. MANDATORY / FORCED LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
C. SICK LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
2. Medical Certificate or Affidavit (2 Original Copies)		
D. MATERNITY LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
2. Proof of Pregnancy such as Ultrasound, Doctor's Certificate on the Expected Date of Delivery (2 Photocopies)		
3. Accomplished Notice of Allocation of Maternity Leave Credits CS Form 6a, if needed (2 Original Copies)		
E. PATERNITY LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
2. Proof of Child's Delivery such as Birth Certificate, Medical Certificate and Marriage Contract (2 Photocopies)		
F. SPECIA PRIVILEGE LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
G. SOLO PARENT LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
2. Updated Solo Parent Identification Card (2 Photocopies)		
H. STUDY LEAVE		
1. Fully Accomplished Application for Leave Form CS Form 6 (2 Original Copies)	The client will provide	
2. Contract Between the Agency Head or		



Authorized Representative and the Employee Concerned (2 Photocopies)	
I. VAWC LEAVE	
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide
2. <i>Any of the following supporting documents:</i> Barangay Protection Order (BPO) Obtained from the Barangay; Temporary/Permanent Protection Order (TPO/PPO) Obtained from the Court; Certification Issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court the Application for the BPO, TPO or PPO <i>if protection order is not yet issued by the barangay or the court</i> (2 Photocopies)	
3. <i>In the absence of the BPO/TPO/PPO or the certification,</i> A Police Report Specifying the Details of the Occurrence of Violence on the Victim and Medical Certificate may be Considered, at the Discretion of the Immediate Supervisor of the Woman Employee Concerned (2 Photocopies)	
J. REHABILITATION LEAVE	
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide
2. Letter Request Supported by Relevant Reports such as Police Report, <i>if any</i> (2 Photocopies)	
3. Written Concurrence of a Government Physician Should be Obtained Relative to the Recommendation for Rehabilitation if the Attending Physician is a Private Practitioner, particularly on the Duration of the Period of Rehabilitation (2 Photocopies)	
K. SPECIAL LEAVE BENEFITS FOR WOMEN	
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)	The client will provide
2. Medical Certificate Filled Out by the Proper Medical Authorities, e.g. the Attending Surgeon Accompanied by a Clinical Summary Reflecting the Gynecological Disorder which shall be Addressed or was Addressed by the said Surgery; the Duration of the Surgery Including the Peri-Operative Period; as well as the Employees Estimated Period of Recuperation for the Same (2 Photocopies)	



L. SPECIAL EMERGENCY (CALAMITY) LEAVE				
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)		The client will provide		
M. MONETIZATION OF LEAVE CREDITS				
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)		The client will provide		
2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)				
N. TERMINAL LEAVE				
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)		The client will provide		
2. Proof of Employee’s Resignation or Retirement or Separation from the Service (2 Photocopies)				
O. ADOPTION LEAVE				
1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)		The client will provide		
2. Authenticated Copy of the Pre-Adoptive Placement Authority Issued by the Department of Social Welfare and Development (2 Photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-in Applications: Submit a fully-accomplished Application for Leave Form at the Office of Human Resource Development and Management. For Online Applications: Access the Online Leave Application Portal thru the link: https://leave.tsu.edu.ph/LeaveApplication and log in using TSU Email account. Select type of leave of absence applying for. Fill-	1.1 For Walk-in Applications: Receives the Application for Leave Form and endorses to Employee Welfare Unit personnel. For Online Applications: Checks and receives applications thru the Admin Module of the Online Leave Application Portal https://leave.tsu.edu.ph/LeaveApplication	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management <i>Staff</i> Employee Welfare Unit
	1.2 For Walk-in Applications:	None	5 minutes	<i>Staff</i> Employee Welfare Unit



up other necessary fields and click 'Save' then 'Submit'.	Checks and updates the requesting personnel's Leave Credits balance. For Online Applications: The checking and updating of the requesting personnel's Leave Credits balance is automated by the HRIS.	None		
	1.3 Processes the approval / disapproval of the requesting personnel's Application for Leave.	None	1 hour	<i>Staff</i> Employee Welfare Unit <i>Head</i> Employee Welfare Unit <i>Vice President concerned</i> Respective Office <i>University President</i> Office of the University President
2. Receive an update on the status of the application.	2. For Walk-in Applications: Informs requesting personnel of the status of their application. Files the form on the personnel's File folder. For Online Applications: Once all signatories are done, the status	None	10 minutes	<i>Staff</i> Employee Welfare Unit <i>Head</i> Employee Welfare Unit



	of each online application is automatically reflected to the requesting personnel's Leave portal.			
TOTAL:		None	1 Hour & 20 Minutes	



6. Processing of Request for Issuance of Certifications

The service allows the issuance of various certifications, e.g., Certificate of Employment and Service Record to be used by employees for any legal purpose needed.

[illegible]



details of the TSU personnel concerned.	<i>Note: If Certification / Documents Request Slip is not properly accomplished, return the slip to client and inform the lacking.</i>			
2. Answer additional questions for the confirmation of the request and employment record.	2.1 Asks the Requester for other verification purposes. 2.2 Checks the 201 File Folder of the requesting personnel. 2.3 Prepares and prints the certification.	None	2 hours and 20 minutes	Staff Employee Welfare Unit
3. Receive the signed and dry-sealed request certificate.	3. For Walk-In: Releases the signed and dry-sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel. For Online Application: Scans the signed certification and sends to the provided email address; or retrieves at the HR file box at a designated date and time.	None	5 minutes	Staff Employee Welfare Unit
TOTAL FOR WALK-IN / ONLINE TRANSACTION:		None	2 Hours & 30 Minutes	



Facilities Maintenance Unit

External Services



1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services

The service allows client to request for Pre-Repair Inspection, Repair, and Other Services regarding the University’s Facilities Maintenance. Request for various repair works is necessary to determine the necessity and extent of repair work to be done of the equipment, facilities or building for repair and to guide the property inspection in the post-repair inspection in determining if the repair specified in the pre-inspection report was actually undertaken.

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services TSU-FMU-SF-01 (2 Original Copies)		Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx		
2. <i>If there is no available material/s, (For Internal Clients Only)</i> Request for Funding through Letter addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities Maintenance Unit
	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	Clerk Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre-repair inspection to determine the repair to be done.	None	30 minutes	Unit Head Facilities Maintenance Unit
	1.4 Conducts pre-repair inspection to determine the damage and materials needed.	None	1 hour	Maintenance Staff Facilities Maintenance Unit



2. Receives notification or e-mail for evaluation of pre-repair request.	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	<i>Unit Head</i> Facilities Maintenance Unit
	2.2 Forwards the Return Notice for Repair Form as notification to the request for repair.	None	15 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
3. Receives the notification if there are available materials or none, or Return Notice of Repair if the repair is for Job Out. <i>Note: If the client receives Notice of Repair, submits the Request for Funding through Letter addressed to the University President to the Office of the University President for approval.</i>	3.1 If the materials are available: Prepares Requisition and Issuance Slip then, forwards to the Supply and Property Management Unit for Approval. For Job Out related work or No available material/s: Prepares Return Notice of Repair, Purchase Request, and Requisition and Issuance Slip or Job Order.	None	30 minutes	<i>Clerk</i> Facilities Maintenance Unit <i>Unit Head</i> Facilities Maintenance Unit
	3.2 If the materials are available: Prepares all the Materials needed. For Job Out Related Work or No Available Material/s: Forwards the approved Request for Funding Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office.	None	20 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit <i>Clerk</i> Facilities Maintenance Unit
	3.3 Conducts the repair.	None	Minor Repair: 1 hour	<i>Maintenance Staff</i>



			Major Repairs: 7 working days	Facilities Maintenance Unit
4. Fill-Out the Customer Feedback Form and signs accomplishment form if the request pre-repair is completed.	4.1 Once the repair is completed, requests client to fill-out the Customer Feedback Form and signs accomplishment form.	None	10 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.2 For Job Out Related Work: Prepares the post Repair Inspection Report Form and forward to Technical Working Committee to conduct of post repair Inspection.	None	30 minutes	<i>Unit Head</i> Facilities Maintenance Unit <i>Staff</i> Facilities Maintenance Unit
	4.3 For Job Out Related Work: Collects excess unused materials will return to Office of Facilities Development and Management stock room for safekeeping.	None	15 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	<i>Clerk</i> Facilities Maintenance Unit
TOTAL IF THERE IS AVAILABLE MATERIAL/S (MINOR REPAIRS):		None	4 Hours & 5 Minutes	



TOTAL IF THERE IS AVAILABLE MATERIAL/S (MAJOR REPAIRS):	None	7 Working Days, 3 Hours & 45 Minutes	
TOTAL IF THE REPAIR IS FOR JOB OUT:	None	4 Hours & 20 Minutes	

Note: The repair is for Job Out if the requested repair is not within the scope of expertise of the Maintenance Staff.

Note: For Job Out requests, the Facilities Maintenance Unit is only responsible for the submission of requirements to the TSU Procurement Office. In addition, the request is covered by Republic Act 9184, the Government Procurement Reform Act, under the Procurement Office. The timeliness of delivery of service by the Procurement Office depends on the processing time declared in their Citizen’s Charter.



Facilities Maintenance Unit

Internal Services



1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services

The service allows client to request for Pre-Repair Inspection, Repair, and Other Services regarding the University’s Facilities Maintenance. Request for various repair works is necessary to determine the necessity and extent of repair work to be done of the equipment, facilities or building for repair and to guide the property inspection in the post-repair inspection in determining if the repair specified in the pre-inspection report was actually undertaken.

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services TSU-FMU-SF-01 (2 Original Copies)		Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx		
2. <i>If there is no available material/s, (For Internal Clients Only)</i> Request for Funding through Letter addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities Maintenance Unit
	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	Clerk Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre-repair inspection to determine the repair to be done.	None	30 minutes	Unit Head Facilities Maintenance Unit
	1.4 Conducts pre-repair inspection to determine the damage and materials needed.	None	1 hour	Maintenance Staff Facilities Maintenance Unit



2. Receives notification or e-mail for evaluation of pre-repair request.	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	<i>Unit Head</i> Facilities Maintenance Unit
	2.2 Forwards the Return Notice for Repair Form as notification to the request for repair.	None	15 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
3. Receives the notification if there are available materials or none, or Return Notice of Repair if the repair is for Job Out. <i>Note: If the client receives Notice of Repair, submits the Request for Funding through Letter addressed to the University President to the Office of the University President for approval.</i>	3.1 If the materials are available: Prepares Requisition and Issuance Slip then, forwards to the Supply and Property Management Unit for Approval. For Job Out related work or No available material/s: Prepares Return Notice of Repair, Purchase Request, and Requisition and Issuance Slip or Job Order.	None	30 minutes	<i>Clerk</i> Facilities Maintenance Unit <i>Unit Head</i> Facilities Maintenance Unit
	3.2 If the materials are available: Prepares all the Materials needed. For Job Out Related Work or No Available Material/s: Forwards the approved Request for Funding Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office.	None	20 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit <i>Clerk</i> Facilities Maintenance Unit
	3.3 Conducts the repair.	None	Minor Repair: 1 hour	<i>Maintenance Staff</i>



			Major Repairs: 7 working days	Facilities Maintenance Unit
4. Fill-Out the Customer Feedback Form and signs accomplishment form if the request pre-repair is completed.	4.1 Once the repair is completed, requests client to fill-out the Customer Feedback Form and signs accomplishment form.	None	10 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.2 For Job Out Related Work: Prepares the post Repair Inspection Report Form and forward to Technical Working Committee to conduct of post repair Inspection.	None	30 minutes	<i>Unit Head</i> Facilities Maintenance Unit <i>Staff</i> Facilities Maintenance Unit
	4.3 For Job Out Related Work: Collects excess unused materials will return to Office of Facilities Development and Management stock room for safekeeping.	None	15 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	<i>Clerk</i> Facilities Maintenance Unit
TOTAL IF THERE IS AVAILABLE MATERIAL/S (MINOR REPAIRS):		None	4 Hours & 5 Minutes	



TOTAL IF THERE IS AVAILABLE MATERIAL/S (MAJOR REPAIRS):	None	7 Working Days, 3 Hours & 45 Minutes	
TOTAL IF THE REPAIR IS FOR JOB OUT:	None	4 Hours & 20 Minutes	

Note: The repair is for Job Out if the requested repair is not within the scope of expertise of the Maintenance Staff.

Note: For Job Out requests, the Facilities Maintenance Unit is only responsible for the submission of requirements to the TSU Procurement Office. In addition, the request is covered by Republic Act 9184, the Government Procurement Reform Act, under the Procurement Office. The timeliness of delivery of service by the Procurement Office depends on the processing time declared in their Citizen’s Charter.



Janitorial and Grounds Services Unit

Internal Services



1. Processing of Request for Janitorial Services

This service allows TSU students and personnel to avail the janitorial services of the university to maintain the cleanliness and hygiene of TSU facilities, offices, units and colleges.

Office or Division:	Facilities Development and Management Office –Janitorial and Ground Services Unit (FDMO-JGSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for janitorial services via phone call (local number: 606-8158) or message csubiate@tsu.edu.ph .	1. Evaluates the request and sets schedule for the date and time of the manpower availability. <i>Note: Manpower request will be subject for the approval by the Facilities Development and Management Office Director / Vice President for Administration and Finance because of paid overtime, if necessary.</i>	None	20 minutes	<i>Unit Head</i> Janitorial and Ground Services Unit
2. Receive notification and confirm the schedule of deployment.	2.1 Notifies client via phone call for the scheduled manpower request prior to the deployment of Janitorial and Ground Services Unit Personnel.	None	15 minutes	<i>Clerk or Unit Head</i> Janitorial and Ground Services Unit
	2.2 Proceeds with the assigned task/s	None	15 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit



	2.3 Segregates and disposes waste per offices and classrooms.	None	5 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit
	2.4 Transports all collected recyclable/ non-recyclable waste and hazardous waste to waste storage area.	None	20 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit
3. Rate the quality of service rendered by filling out the Customer Satisfaction Form.	3. Instructs client to fill out Customer Satisfaction Form and files the records for the Accomplished task on the cleaning checklist.	None	15 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit
TOTAL:		None	1 Hour & 30 Minutes	



Medical Services Unit

External Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Employees, Visitors, and Relatives of Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Test Result/s, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse-on-duty (NOD)	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.</i>	None	2 minutes	
	1.4 Prepares/ retrieves and fills out medical records.	None	2 minutes	Nurse-on-Duty Medical Services Unit

	1.4.1 For new patient/s, prepares and fills out Patient Profile (TSU-MSU-SF-01) and Consultation Form (TSU-MSU-SF-02). 1.4.2 For old patients, Retrieves the patient record form filling cabinet/box and updates the data needed. <i>Note: If the patient has Laboratory test results attach it to the consultation form.</i>			
2. Receive proper intervention.	2.1 Gives intervention through nursing care, medication, or health teaching.	None	26 minutes	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3 Reassesses and reevaluates patient condition. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if the complaint and symptom/s still persist after the intervention for Consultation with the Medical Doctor.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.4 Discharges the patient, if the intervention is	None	1 minute	Nurse-on-Duty Medical Services Unit

	adequate and resolves the complaint. <i>Note: Certificate of Appearance (COA) may be issued upon the patient's request to validate their consultation at the clinic.</i>			
3. Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.5 Refers to NOD for carrying out orders.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
4. Carrying Out Doctor's Order	4. Carries out doctor's order	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions:	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	5.1.1 Medicine, if available. 5.1.2 Prescription, if medicine is not available at the clinic.			



	5.1.3 Laboratory request 5.1.4 Referral 5.1.5 Medical certificate, if needed 5.1.6 Follow-up date			
	5.2 Fill out the consultation Logbook (TSU-MSU-SF-03)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	5.3 Files patient record to the filling cabinet/box	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	54 Minutes	

Note: The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



Medical Services Unit

Internal Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Employees, Visitors, and Relatives of Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Test Result/s, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse-on-duty (NOD)	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.</i>	None	2 minutes	
	1.4 Prepares/ retrieves and fills out medical records. 1.4.1 For new patient/s,	None	2 minutes	Nurse-on-Duty Medical Services Unit

	prepares and fills out Patient Profile (TSU-MSU-SF-01) and Consultation Form (TSU-MSU-SF-02). 1.4.2 For old patients, Retrieves the patient record form filling cabinet/box and updates the data needed. <i>Note: If the patient has Laboratory test results attach it to the consultation form.</i>			
2. Receive proper intervention.	2.1 Gives intervention through nursing care, medication, or health teaching,	None	26 minutes	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3 Reassesses and reevaluates patient condition. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if the complaint and symptom/s still persist after the intervention for Consultation with the Medical Doctor.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.4 Discharges the patient, if the intervention is adequate and	None	1 minute	Nurse-on-Duty Medical Services Unit

	resolves the complaint. <i>Note: Certificate of Appearance (COA) may be issued upon the patient's request to validate their consultation at the clinic.</i>			
3. Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.5 Refers to NOD for carrying out orders.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
4. Carrying Out Doctor's Order	4. Carries out doctor's order	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions:	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	5.1.1 Medicine, if available.			
	5.1.2 Prescription, if medicine is not available at the clinic.			
	5.1.3 Laboratory request			



	5.1.4 Referral 5.1.5 Medical certificate, if needed 5.1.6 Follow-up date			
	5.2 Fills out the consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	5.3 Files patient record to the filling cabinet/box	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:		None	54 Minutes	

Note: The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Pre-employment and Annual Physical Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Full-Time Employees				
1. Laboratory Test Result/s, if any (1 Original Copy) - Complete Blood Count (CBC) - Urinalysis - Chest X ray with Film and Official Reading - Drug Test		The client will provide		
2. CSC Form No. 211 Revised 2018 Medical Certificate (1 Original Copy)		The client will provide or get it to OHDRM		
B. Part-Time Employees				
1. Laboratory Test Result/s, if any (1 Original Copy) Chest X ray with Film and Official Reading		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for Medical Certificate and state the name.	1. Checks the name from the list of scheduled employees provided by the Office of Human Resource Development and Management. <i>Note: Informs the scheduled date If the employee is not on the list.</i>	None	2 minutes	Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.1 Checks all presented requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Physical Examination Form (TSU-MSU-SF10) and	None	3 minutes	Nurse-on-Duty Medical Services Unit



	Data Gathering Procedure.			
3. Performs the Visual Acuity assessment using Snellen and Ishihara.	3.1 Conducts Visual Acuity assessment using Snellen and Ishihara.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	3.2 Refers the employee to the Medical Doctor with the requirements.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4. Proceed to the Medical Doctor for Consultation.	4.1 Conducts Physical Examination (PE).	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.2 Evaluates Physical Examination, data gathered, and laboratory test results.	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.3 Gives recommendation , if needed the Medical Doctor will prescribe Medicine, laboratory test, and follow up.	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.4 Refers to the Nurse-on-Duty for the issuance of Medical Certificate.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.5 Logs the visual acuity result, certification result, and recommendation on Employment Logbook (TSU-MSU-SF-11).	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
5. Sign on the Employment Logbook (TSU-MSU-SF-11).	5.1 Asks patient to sign on the Employment Logbook (TSU-MSU-SF-11).	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	5.2 Stamps the Medical Certificate with dry seal.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



6. Receive the Medical Certificate.	6.1 Issues the stamped Medical Certificate.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	6.2 Informs patient to submit the Medical Certificate to the Office of Human Resource Development and Management.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	23 Minutes	



3. Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Transfer Examination, Return to Work Examination, and Separation from Employment Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Return-to- Work				
1. Medical Certificate from hospital or physician (1 Original Copy)		The client will provide		
B. For Transfer and Separation from Work				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Return-to-Work: Present Medical Certificate from attending physician. For Transfer and Separation from Work: Make a verbal request for medical certificate	1.1 Receives requirements/ request.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	1.2 Prepares Medical Certificate (TSU-MSU-SF-05).	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	1.3 Fills out the necessary data for the Medical Certificate.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	1.4 Refers to Medical Doctor for consultation	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
2. Proceed to the Medical Doctor for consultation.	2.1 Conducts physical examination and gives recommendations	None	5 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	2.2 Signs on the Medical Certificate.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	2.3 Refers to the Nurse-on-Duty	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	2.4 Stamps the signed Medical	None	1 minute	<i>Nurse-on-Duty</i>



	Certificate with dry seal.			Medical Services Unit
3. Receive the Medical Certificate	3. Issues the stamped releases medical certificate	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4. Fill out the Medical Certificate Logbook (TSU-MSU-SF-13)	4. Asks client to fill out the Medical Certificate Logbook (TSU-MSU-SF-13)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	16 Minutes	



4. Processing of Request for Student Medical Certificate

This service allows clients to request a Student Medical Certificate for various purposes such as OJT, sports related events, seminars, training, and competitions.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Currently Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Original Copy)		The client will provide		
2. SUC III Eligibility Form or Eligibility Form (TSU-SDM-SF-15), whichever is applicable (1 Original Copy)		Sport Development and Management Unit or SUC III		
3. For On-the-Job Training: Laboratory test results, if required by the host company (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Services Unit on the scheduled date.	1. Checks the name of the student on the master list attached on the assistance request form. <i>Note: Informs the scheduled date If the student is not on the list.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.1. Receives presented requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.2. Verifies the name in the COR.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3. For On-the-Job Training: Checks the presented Laboratory Test Result/s.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	2.4. Prepares the Medical Certificate Form (TSU-MSU-SF-05).	None	2 minutes	Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.5. Conducts physical examination and gives recommendations <i>Note: For Group Request of</i>	None	5 minutes	Nurse-on-Duty Medical Services Unit

	<i>Medical Certificate, issuance of such will be done once all participants were done in the Physical Examination.</i>			
	2.6. Assesses and evaluates the findings of the data gathered. <i>Note: If with inconclusive findings, repeat the vital signs after 5 minutes. However, if the findings are still inclusive after 3 attempts and have medical condition it shall be referred to the Medical Doctor.</i>	None	20 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
3. For Inconclusive Findings or with Medical Condition: Proceed to the Medical Doctor for consultation.	3.1. Conducts Physical Examination.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.2. Evaluates the PE, data gathered and/or laboratory test result.	None	1 minute	
	3.3. Gives recommendations (Monitoring, Medicine, advise, and follow-up if needed).	None	2 minutes	
	3.4. Signs the SMC and refer back to Nurse-on-Duty.	None		
4. Proceed to the Nurse-on-Duty for issuance of Medical Certificate and/or health teaching.	4.1. Gives health teaching and explains the validity of medical certificate.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
	4.2. Stamps with dry seal.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
5. Receive the issued Student Medical Clearance	5. Issues the signed and dry sealed Student Medical Clearance	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>



6. Fill out the Medical Certificate Logbook (TSU-MSU-SF-13).	6. Instructs the student to log in the Medical Certificate Logbook (TSU-MSU-SF-13).	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:		None	40 Minutes	

Note:

- Medical Services Unit (MSU) will not issue medical certificate for seminars, training, and other students’ non-physical activities within Tarlac Province. (Reference TSU-MSO-065-22).
- All participants shall appear on the scheduled date.
- Failure to appear on the scheduled date does not guarantee the inclusion of his or her name on the succeeding dates.
- Those whose names are not reflected in the list of participants submitted to the Medical Services Unit will submit a separate request and shall follow this process.
- Dates for the issuance of Medical Certificates are determined based on the submitted request.



Monitoring Unit

External Services



1. Processing of Material Approval Request

This service allows contractors to request for the approval of materials to be used in the construction of infrastructure projects within the University premises. This is carried out to ensure that the materials used are in accordance with the contract's standards and specifications.

Office or Division:	Facilities Development and Management Unit – Monitoring Unit (FDMO-MU)			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Filled-Out Material Approval Request Form (1 Original Copy)		Facilities Development and Management Office–Monitoring Unit (FDMO-MU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Material Approval Request Form to the Monitoring Unit.	1.1 Receives the filled-out form and material sample for validation and review.	None	10 minutes	<i>Project-in - Charge</i> Monitoring Unit
	1.2 Logs the submitted Material Approval Request Form in the incoming communications log.	None	15 minutes	<i>Project-in - Charge</i> Monitoring Unit
	1.3 Validates if the proposed item is in accordance with the contract’s standards and specifications. <i>Note: If not in accordance, put “disapproved” on the remarks and resubmit another material subject for approval.</i>	None	5 hours	<i>Evaluator/s</i> Monitoring Unit
	1.4 Signs the Material Approval Request Form.	None	10 minutes	<i>Project-in - Charge</i> Monitoring Unit <i>Unit Head</i> Monitoring Unit



	1.5 Logs the contractor's copy in the out-going communications log.	None	15 minutes	<i>Project-in - Charge</i> Monitoring Unit
	1.6 Advises the contractor or its authorized representative to receive their copy.	None	10 minutes	<i>Project-in- Charge</i> Monitoring Unit
2. Receive the signed Material Approval Request Form copy.	2. Releases the signed Material Approval Request Form copy.	None	10 minutes	<i>Project-in- Charge</i> Monitoring Unit
TOTAL:		None	6 Hours & 10 Minutes	



Motorpool Unit

Internal Services



1. Processing of Travel Order for Travel Requests

This service aims to accommodate the requests of TSU personnel for a driver and a service to reach their destinations safely and on time.

Office or Division:	Motorpool Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Approved Travel Order TSU-ASU-SF-23 (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/id5dfzr5/tsu-asu-sf-23-travel-order.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Travel Order.	1.1 Checks the important details of Travel Order.	None	2 minutes	Clerk/Staff Motorpool Unit
	1.2 Checks the availability of service vehicle and driver based on the date and time of travel.	None	3 minutes	Clerk/Staff Motorpool Unit
2. Receive notification about the assigned driver and university vehicle.	2. Notifies the client and gives confirmation if the request is already schedule. <i>Note: If trip is rescheduled, check if there are available university vehicle and driver and inform the client on the details.</i>	None	2 minutes	Clerk/Staff Motorpool Unit
TOTAL:		None	7 Minutes	



Obligations and Administrative Support Services Unit

Internal Services



1. Processing of Requests for Reproduction, Bookbinding and Ring Binding of Documents

This service offers reproduction, book binding and ring binding assistance to the clients for the various documents of the university.

Office or Division:	Obligations and Administrative Support Services Unit (OASSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Offices, Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REPRODUCTION OF DOCUMENT WITH 1 TO 500 PCS				
1. Documents for Reproduction		The client will provide		
B. FOR REPRODUCTION OF DOCUMENT MORE THAN 500 PCS				
1. Accomplished Request Slip TSU-OBL-SF-06 (1 Original Copy)		Reproduction Section		
C. FOR BOOKBINDING AND RINGBINDING OF 1 TO 20 PCS				
1. Documents for Binding		The client will provide		
D. FOR BOOKBINDING AND RINGBINDING OF MORE THAN 20 PCS				
1. Accomplished Request Slip TSU-OBL-SF-06 (1 Original Copy)		Reproduction Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document for reproduction or binding in the Reproduction Section and inform the number of copies needed and services to be availed.	1.1 Receives and verifies the number of copies to be reproduced or number of copies to be bound including the other formats of the output.	None	15 minutes	Staff Obligations and Administrative Support Services Unit
	1.2 Logs the request in the Logbook for Reproduction Deliverables (Print/Photocopy/ Ring Bind/Book Bind) (TSU-OBL-SF-10).	None	10 minutes	Staff Obligations and Administrative Support Services Unit
2. Fill out the Monitoring Report on Printing Press Services sheet (TSU-OBL-SF-08).	2. For Reproduction of Document (1 to 500 pcs): Reproduces the document based on client's desired quantity, quality and format.	None	2 hours	Staff Obligations and Administrative Support Services Unit



	For Bookbinding and Ring binding (1 to 20 pcs): Binds the document based on the client's desired quantity, quality, and format.	None	5 hours	
3. For Reproduction of Document More than 500 pcs & Bookbinding and Ring binding of More than 20 pcs: Secure and submit accomplished Request Slip to Reproduction Section.	3.1.1 For Reproduction of Document more than 500 pcs: Receives Request Slip, together with the document to be reproduced.	None	6 hours	<i>Staff</i> Obligations and Administrative Support Services Unit
	3.1.2 For Reproduction of Documents More than 500 pcs: Forwards the request slip to the Unit Head for review prior to signing and approval.	None	2 hours	<i>Staff & Head</i> Obligations and Administrative Support Services Unit
	3.2.1 For Bookbinding and Ring binding of More than 20 pcs: Receives Request Slip, together with the document to be reproduced.	None	8 hours	<i>Staff</i> Obligations and Administrative Support Services Unit
	3.2.2 For Bookbinding and Ring binding of More than 20 pcs: Forwards the request slip to the Unit Head for	None	2 hours	<i>Staff & Head</i> Obligations and Administrative Support Services Unit



	review prior to signing and approval.			
4. Receive the requested output and fill out the “received by” column in the Logbook for Reproduction Deliverables (Print/Photocopy/ Ring Bind/Book Bind) (TSU-OBL-SF-10).	4. Monitors the input logs (number of copies, layout, and printing type) in the logbook and releases the completed output.	None	30 minutes	<i>Staff</i> Obligations and Administrative Support Services <i>Unit</i>
TOTAL FOR REPRODUCTION OF DOCUMENT (1 TO 500 PCS)		None	3 Hours	
TOTAL FOR REPRODUCTION OF DOCUMENT (MORE THAN 500 PCS)		None	9 hours	
TOTAL FOR BOOKBINDING & RING BINDING (1 TO 20 PCS)		None	6 Hours	
TOTAL BOOKBINDING & RING BINDING (MORE THAN 20 PCS)		None	1 Working Day & 1 hour	



Office of Business Affairs and Auxiliary Services

External Services



1. Processing of Request to Use the University Facilities

The service allows clients to request the use of different facilities of the University for various purposes.

Office or Division:		Office of Business Affairs & Auxiliary Services (OBAAS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G - Government to Government		
Who may avail:		Student Organizations Recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Approved by the University President (1 Original Copy)		The client will provide		
2. Endorsement from the University President (1 Duplicate Copy)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Business Affairs and Auxiliary Services - Main Campus to present either of the requirements.	1.1 Receives and verifies the presented document/s. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	2 minutes	Clerk Office of Business Affairs & Auxiliary Services
	1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable). <i>Note: If facility is not available on the requested date, inform the client.</i>	None	3 minutes	Clerk Office of Business Affairs & Auxiliary Services
2. Proceed to the Cashiering Unit for payment.	2. Receives and processes the payment.	Refer to Rental Matrix Below	7 minutes	Staff Cashiering Unit



<i>Note: For clients with tarpaulin for posting, proceed to Office of Public Affairs for signing.</i>				
3. Submit the accomplished and signed Application Form and the Official Receipt to the Office of Business Affairs and Auxiliary Services.	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	3.2 Records the transaction in the logbook.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
4. Receive a copy of the approved Application Form.	4.1 Issues a copy of the approved Application Form to the client.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	4.2 Forwards the filled-out Application Form to the Office of Civil Security Unit for their copy.	None	3 minutes	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
TOTAL:		Rate of the Facilities Being Rented	18 Minutes	
<i>Note: Regular meeting of the Board of Regents of the Tarlac State University held at CHED Central Office Diliman Quezon City on October 13, 2025. Resolution no. 100, s. 2025</i>				



RATES OF RENTAL OF FACILITIES

FACILITIES	RATES
TSU GYMNASIUM	• PHP 20,000 (8 hours) • PHP 12,500 (Half Day) • COURT ONLY – PHP 2,500 for the first (2) hrs and PHP 1,000/hr thereafter
AUDIO VISUAL ROOMS (Main, CET, AB, CCS and BC AVR)	• PHP 10,000 for the EIGHT HOURS
CLASSROOMS	• PHP 3,500 (8 hours) • PHP 2,000 (Half Day)
AMPHITHEATER	• PHP 16,000 (8 hours) • PHP 10,000 (Half Day)
WELLNESS CENTER	• PHP 3,500 (8 hours) • PHP 2,500 (Half Day)
LUCINDA CAMPUS COVERED COURT	a. With Electricity: PHP 3, 000.00 per Day b. Without Electricity: PHP 2, 500.00 per Day
PROMOTIONAL ACTIVITIES	a. With Electricity: PHP 1,500.00 per Day b. Without Electricity: PHP 500.00 per Day



Office of Business Affairs and Auxiliary Services

Internal Services



1. Processing of Application for Vehicle Gate Pass

The service allows clients to secure vehicle gate pass and be able to park inside the university premises.

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 Original Copy)		Office of Business Affairs & Auxiliary Services (OBAAS)		
2. Certificate of Registration of Vehicle (1 Photocopy)		The client will provide		
3. Valid Official Receipt Registration of Vehicle (1 Photocopy)				
4. Valid Driver’s License (1 Photocopy)				
5. TSU ID (1 Photocopy)				
6. For Officially Enrolled Students – Certificate of Registration (1 Photocopy)				
7. For Vehicles Not Named After the Applicant: Authorization Letter from the Registered Owner of the Vehicle (1 Original Copy)				
8. For Vehicles Not Named After the Applicant: Deed of Sale (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services.	1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	15 minutes	Clerk Office of Business Affairs & Auxiliary Services
2. Receives assessment form.	2. Issues assessment form reflecting the fees to settle.	None	3 minutes	Clerk Business Affairs and Auxiliary Services Office



3. Proceed to the Cashiering Unit and pay the assessed fee.	3. Receives payment and issues Official Receipt.	Php 200.00 per vehicle	20 minutes	<i>Staff</i> Cashiering Unit
4. Proceed to the Office of Business Affairs & Auxiliary Services and present the Official Receipt to secure vehicle gate pass.	4. Receives and verifies the Official Receipt and issues the gate pass.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
TOTAL:		Php 200.00 per Vehicle	39 Minutes	



2. Processing of Request to Use the University Facilities

The service allows clients to request the use of different facilities of the University for various purposes.

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Student Organizations Recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Approved by the University President (1 Original Copy)		The client will provide		
2. Endorsement from the University President (1 Duplicate Copy)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Business Affairs and Auxiliary Services - Main Campus to present either of the requirements.	1.1 Receives and verifies the presented document/s. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	2 minutes	Clerk Office of Business Affairs & Auxiliary Services
	1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable). <i>Note: If facility is not available on the requested date, inform the client.</i>	None	3 minutes	Clerk Office of Business Affairs & Auxiliary Services
2. Proceed to the Cashiering Unit for payment. <i>Note: For clients with</i>	2. Receives and processes the payment.	Refer to Rental Matrix Below	7 minutes	Staff Cashiering Unit



<i>tarpaulin for posting, proceed to Office of Public Affairs for signing.</i>				
3. Submit the accomplished and signed Application Form and the Official Receipt to the Office of Business Affairs and Auxiliary Services.	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
	3.2 Records the transaction in the logbook.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
4. Receive a copy of the approved Application Form.	4.1 Issues a copy of the approved Application Form to the client.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
	4.2 Forwards the filled-out Application Form to the Office of Civil Security Unit for their copy.	None	3 minutes	Clerk Office of Business Affairs & Auxiliary Services
TOTAL:		Rate of the Facilities Being Rented	18 Minutes	
<i>Note: Regular meeting of the Board of Regents of the Tarlac State University held at CHED Central Office Diliman Quezon City on October 13, 2025. Resolution no. 100, s. 2025</i>				



RATES OF RENTAL OF FACILITIES

FACILITIES	RATES
TSU GYMNASIUM	• PHP 20,000 (8 hours) • PHP 12,500 (Half Day) • COURT ONLY – PHP 2,500 for the first (2) hrs and PHP 1,000/hr thereafter
AUDIO VISUAL ROOMS (Main, CET, AB, CCS and BC AVR)	• PHP 10,000 for the EIGHT HOURS
CLASSROOMS	• PHP 3,500 (8 hours) • PHP 2,000 (Half Day)
AMPHITHEATER	• PHP 16,000 (8 hours) • PHP 10,000 (Half Day)
WELLNESS CENTER	• PHP 3,500 (8 hours) • PHP 2,500 (Half Day)
LUCINDA CAMPUS COVERED COURT	a. With Electricity: PHP 3, 000.00 per Day b. Without Electricity: PHP 2, 500.00 per Day
PROMOTIONAL ACTIVITIES	a. With Electricity: PHP 1,500.00 per Day b. Without Electricity: PHP 500.00 per Day



3. Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card

The service allows clients to request and avail the re-issuance of ID due to lost university identification cards.

Office or Division:	Student Development Services Unit (SDSU) and Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Affidavit of Loss (2 Original Copies or 2 Photocopies)		The client will provide		
2. TSU ID Scheduling Ticket		https://scheduling.tsu.edu.ph/ticket		
B. FOR TSU EMPLOYEES				
1. Charge Slip (1 Original Copy)		Office of Business Affairs and Auxiliary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Management Information Systems – Software Development Unit and fill out the Request to Block / Unblock Logbook properly.	1.1 Provides the Request to Block / Unblock Logbook to the client.	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Processes the blocking or unblocking of the Radio Frequency Identification and notifies client once done.	None	13 minutes	Staff Software Development Unit
2. For TSU Students: Proceed to the Student Development Services Unit and submit (1) copy of Affidavit of Loss. Receive the Request of RFID Form and properly fill it out.	2. For TSU Students: Receives, verifies the submitted document and issues Request of RFID Form if submitted document is not faulty.	None	3 minutes	Staff Student Development Services Unit
For TSU Employees: Submit Charge Slip to the Office of	For TSU Employees: Receives, verifies submitted document.	Php 260.00	2 minutes	Clerk Office of Business Affairs and Auxiliary Services

Business Affairs and Auxiliary Services	<i>Note: If submitted documents are improperly filled-out, reject the request and inform the client of the lacking document/s.</i>			
3. For TSU Students: Proceed to the Assessment Window of the Office of Business Affairs and Auxiliary Services and submit (1) copy of Affidavit of Loss together with the properly accomplished Request of RFID Form to secure Assessment form.	3. For TSU Students: Receives, verifies the submitted documents and issues Assessment Form if submitted requirements are not faulty. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	5 minutes	<i>Clerk</i> Office of the Business Affairs and Auxiliary Services
For TSU Employees: Proceed to the Digital Studio for the processing of the Radio-Frequency Identification Card.	For TSU Employees: Processes new Radio-Frequency Identification Card.	None	15 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
4. For TSU Students: Forward the Assessment form to the Cashiering Unit and settle the required fees.	4. For TSU Students: Processes the payment and issues Official Receipt.	Php 260.00	10 minutes	<i>Staff</i> Cashiering Unit



For TSU Employees: Receive the new Radio-Frequency Identification Card and fill out the log sheet.	For TSU Employees: Releases the Radio-Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
5. For TSU Students: Proceed to the Digital Studio with the TSU ID Scheduling Ticket and Official Receipt for the processing of the Radio-Frequency Identification Card.	5. For TSU Students: Checks the TSU ID Scheduling Ticket and Official Receipt and processes the new Radio-Frequency Identification Card.	None	15 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
6. For TSU Students: Receive the new Radio-Frequency Identification Card and fill out the log sheet.	6. For TSU Students: Releases the Radio-Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
TOTAL FOR TSU STUDENTS:		PHP 260.00	59 Minutes	
TOTAL FOR TSU EMPLOYEES:		PHP 260.00	43 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.

** This is a multi-stage process. The Office of Management Information Systems (Software Development Unit) is responsible for the blocking of lost or damage RFID Cards. The Student Development Services Unit is the unit in-charge for the receiving and verification of initial requirements, and issuance of Request of RFID Form. The Office of Business Affairs and Auxiliary Services is in-charge office for the processing and releasing of the new RFID card.*



4. Processing of Request for Re-ID for Worn-Out/Damaged Radio-Frequency Identification (RFID) Card

The service allows clients to request and avail the re-issuance of ID due to worn-out or damaged university identification cards.

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students, Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Certificate of Registration (1 Photocopy)		The client will provide		
2. Worn-Out or Damaged ID (1 Original Copy)				
3. TSU ID Scheduling Ticket		https://scheduling.tsu.edu.ph/ticket		
B. FOR TSU EMPLOYEES				
1. Charge Slip (1 Original Copy)		Office of Business Affairs and Auxiliary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For TSU Students: Present and submit all pertinent requirements, including old Radio Frequency Identification Card to the Office of Business Affairs and Auxiliary Services. For TSU Employees: Present Charge Slip to the Office of Business Affairs and Auxiliary Services.	1. For TSU Students: Receives and verifies submitted requirements and assesses old Radio Frequency Identification Card. For TSU Employees: Receives and verifies charge slip. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the</i>	None <		



	<i>lacking document/s.</i>			
2. For TSU Students: Receive Assessment or Billing Slip, then proceed to Cashiering Unit. For TSU Employees: Proceed to Digital Studio for the processing of Radio Frequency Identification Card.	2. For TSU Students: Issue Assessment or Billing Slip to the student.	None	5 minutes	<i>Clerk</i> Office of Business Affairs and Auxiliary Services
	For TSU Employees: Take photos for Radio Frequency Identification Card and processes new Radio Frequency Identification Card.	None	15 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
3. For TSU Students: Pay the required fee to the Cashiering Unit and secure Official Receipt. For TSU Employees: Receive Radio Frequency Identification Card and fill out the log sheet.	3. For TSU Students: Processes the payment and issue Official Receipt.	Php 160.00	10 minutes	<i>Staff</i> Cashiering Unit
	For TSU Employees: Releases Radio Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
4. For TSU Students: Proceed to the Digital Studio with the TSU ID Scheduling Ticket and Official Receipt for the processing of the Radio-Frequency Identification Card.	4. For TSU Student: Check the TSU ID Scheduling Ticket and Official Receipt.	None	2 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
	4.1. For TSU Student: Take photos for Radio Frequency Identification Card and processes new Radio Frequency Identification Card.	None	15 minutes	



5. For TSU Students: Receive Radio Frequency Identification Card and fill out the log sheet.	5. For TSU Students: Releases Radio Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
TOTAL FOR TSU STUDENTS:		PHP 160.00	45 Minutes	
TOTAL FOR TSU EMPLOYEES:			27 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.



5. Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)

The process of availing the different print shop services such as tarpaulin, sticker and heat press.

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lay Out to be Printed (Electronic Copy)		The client will provide		
2. Communication letter, if any (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the soft copy of the layout for tarpaulin, sticker, and heat transfer to be printed. <i>Send the layout via email at baso@tsu.edu.ph</i>	1.1 Receives the details of job order / soft copy of printing jobs.	None	5 minutes	<i>Clerk of Print Shop</i> Office of Business Affairs & Auxiliary Services
	1.2 Reviews the design and details	None	2 minutes	<i>Clerk of Print Shop</i> Office of Business Affairs & Auxiliary Services
	1.3 Lays out or edits as required	None	1 hour	<i>Clerk of Print Shop</i> Office of Business Affairs & Auxiliary Services
	1.4 Executes the Work/Job order	None	Depends on the volume and set up required for a specific job. For Tarpaulin Sizes: 4'x8'- 1hr 6'x12- 1.5hr 12'x18- 6hrs	<i>Clerk of Print Shop</i> Office of Business Affairs & Auxiliary Services
2. Proceed to the Assessment window of Office of Business Affairs & Auxiliary Services and give the job order for assessment.	2. Receives and assesses the job order.	None	5 minutes	<i>Clerk of General Merchandise</i> Office of Business Affairs & Auxiliary Services



3. Receive Assessment / Billing Form.	3. Issues Assessment / Billing Form to the client.	None	1 minute	<i>Clerk of General Merchandise</i> Office of Business Affairs & Auxiliary Services
4. Proceed to the Cashiering Unit and present Assessment form to secure Official Receipt.	4. Receives, processes the payment, and issues Official Receipt.	Refer to the Matrix Below	10 minutes	<i>Staff</i> Cashiering Unit
5. Proceed to Print Shop and present the Official Receipt to claim the item.	5. Releases the item to the client.	None	2 minutes	<i>Clerk of Print Shop</i> Office of Business Affairs & Auxiliary Services
TOTAL:		Refer to the Matrix Below	7 Hours & 25 Minutes	

Note: Processing time indicated for the execution of job order is based on the production of biggest tarpaulin size the shop offers, 12ft x 8ft (3pcs).

RATES	
TARPAULIN	Php 18 per square foot
STICKER	Php .50 per square inch
HEAT PRESS	Php 150 per page



Office of Gender and Development

External Services



1. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities

This service allows clients to request for Gender-Responsive Extension Program for Short-Term Services/Activities. The Office of Gender and Development will provide Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

Office or Division:		Office of Gender and Development		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government G2B – Government to Business Entity/ies		
Who may avail:		Government and Non-Government Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the University President with the following data: (3 Original Copies) - Title of the event - Date and Time of the event - Location of the event - Who to contact		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Records and Archives Unit – Main Campus.	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	Clerk/Staff Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		Clerk/Staff Office of the University President
	1.3 Receives, reviews, and assesses the requested service.	None	1 working day	Director Office of Gender and Development
	1.4 Endorses letter to the Capacity-Building and Extension Service Unit for action.	None	5 minutes	Director Office of Gender and Development
2. Receives notification on the action taken/ details of the request.	2.1 Informs client on the action taken/details of the request.	None	1 working day	Clerk Office of Gender and Development



	2.2 Prepares necessary documents and request to serve meals if included in the request.	None	3 working days	<i>Clerk/Staff</i> Office of Gender and Development
3. Attend the seminar/ orientation/ workshop.	3.1 Facilitates the seminar/ orientation/ workshop	None	3 working days	<i>Staff/ Coordinators</i> Office of Gender and Development
	3.2 Prepares and submits an activity report to the requesting party	None	1 working day	<i>Technical Staff</i> Office of Gender and Development
TOTAL:		None	10 Working Days & 5 Minutes	



Office of Gender and Development

Internal Services



1. Process of Reviewing of Research Proposals/ Finished Researches

This service allows clients to request for reviewing of Research Proposals or Finished Researches in relation to Gender-Responsive Research Program (GRRP) in accordance with the University Research Agenda.

Office or Division:		Office of Gender and Development		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty/Personnel Researcher/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Capsule Proposal (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Capsule Proposal to the Office of Gender and Development – Main Campus.	1.1 Receives capsule proposals and reviews during colloquium.	None	7 working days	<i>Director</i> Office of Gender and Development <i>Unit Head/Staff</i> Database and Monitoring Unit
	1.2 Forwards the reviewed capsule proposal with comments and suggestions to the University Research Ethics Committee (UREC).	None	1 working day	<i>Technical Staff/ Clerk</i> Office of Gender and Development
	1.3 Receives and takes charge in the implementation process of approved research program. <i>If not approved, inform the lacking.</i>	None	26 working days and 20 minutes	<i>Staff</i> <i>University Research Ethics Committee</i>
2. Receives notification regarding the status of the approved research program.	2. Notifies client regarding the status of the approved research program.	None	5 minutes	<i>Staff</i> <i>University Research Ethics Committee</i>
TOTAL:		None	1 Months, 14 Working Days, & 25 Minutes	



Note: 20 working days is equivalent to 1 month.

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties.

- *Short-term = Less than 3 months*
- *Medium term = 3 months to 1 year*
- *Long-term = 1 year to 3 years*



2. Processing of Request for Capacity Building

This service allows clients to request assistance from the office to hold Capacity Building or Gender Sensitivity and other Gender and Development related seminars or workshops.

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	TSU Student Organizations, College, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the Director of Office of Gender and Development with the following data: (3 Original Copies) - Title of the event - Date and Time of the event. - Location of the event - Who to contact		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Office of Gender and Development – Main Campus, for approval.	1.1 Receives the submitted request letter and endorses it to the Capacity Building and Extension Unit.	None	1 working day	<i>Clerk/Staff</i> Office of Gender and Development <i>Director</i> Office of Gender and Development
	1.2 Reviews the submitted request letter. <i>If approved, inform the client to submit the list of facilitators and participants.</i> <i>If disapproved, inform the lacking.</i>	None	2 working days	<i>Staff</i> Capacity Building and Extension Unit <i>Head</i> Capacity Building and Extension Unit <i>Director</i> Office of Gender and Development
2. Submit the list of facilitators and participants to the Office of Gender and Development.	2.1 Receives the submitted list of facilitators and participants.	None	5 minutes	<i>Clerk/Technical Staff</i> Office of Gender and Development
	2.2 Prepares budget request of the seminars/ workshop for the	None	3 working days	<i>Clerk/Technical Staff</i>



	approval of the President. 2.2.1 If approved, signs the budget request. 2.2.2 If disapproved, return the budget request and inform the lacking.			Office of Gender and Development <i>President</i> Office of the University President
	2.3.1 Prepares request to serve meals and snacks for the approval of the Vice President for Administration. 2.3.2.1 If approved, signs the request to serve meals and snack. 2.3.2.2 If disapproved, return the request to serve meals and snack and inform the lacking. 2.3.2 Prepares the necessary requirements for canvassing of meals and snacks.	None	3 working days (less than ₱5,000) 30 working days (more than ₱5,000)	<i>Clerk/Technical Staff</i> Office of Gender and Development <i>Vice President</i> Office of the Vice President for Administration <i>Staff/Unit Head</i> Procurement Unit
	2.4 Prepares the materials to be used in the seminar.	None	1 working day	<i>Clerk/Technical Staff</i> Office of Gender and Development
	2.5 Creates and Sends the Request letter for the Resource Speaker	None	1 working day	<i>Clerk/Technical Staff</i> Office of Gender and Development



3. Attend the seminar/ workshop.	3.1 Facilitates the seminar/ workshop.	None	1 working day	<i>Staff/ Coordinators</i> Office of Gender and Development
	3.2 Prepares and forwards the voucher for the honorarium of the Resource Speaker to the Budget Management Unit.	None	1 working day	<i>Clerk/Technical Staff</i> Office of Gender and Development
	3.3 Processes the voucher of the Resource Speaker.	None	3 working days	<i>Staff/Head</i> Budget Management Unit <i>Staff/Head</i> Accounting Unit <i>Vice President</i> Office of the Vice President for Administration
	3.4 Prepares the Accomplishment Report for the Seminar/ Workshop.	None	1 working day	<i>Clerk</i> Office of Gender and Development
TOTAL IF MEALS AND SNACK IS LESS THAN ₱5,000:		None	17 Working Days & 5 Minutes	
TOTAL IF MEALS AND SNACK IS MORE THAN ₱5,000:		None	47 Working Days & 5 Minutes	

Note: The processing time of this service is covered the Republic Act No. 9184 or the Government Procurement Reform Act, Article I, Section 3 of the General Provisions.



3. Processing of Request for Funding and Program/Project Implementation

This service allows clients to request funding and program/project implementation of Gender and Development-related Programs, Activities, and Projects (PAPs) subjected to the Harmonized Gender and Development Guideline Checklist (HGDG).

Office or Division:		Office of Gender and Development		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All colleges/offices/units in the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the Director of Office of Gender and Development with the following data: (3 Original Copies) - Title of the Programs, Activities, and Projects - Date and Time - Location - Details of the Programs, Activities, and Projects - Who to contact		The client will provide		
2. Program/Project proposal using Harmonized Gender and Development Guidelines (HGDG) tool (3 Original Copies)		Office of Gender and Development or download at https://www.tsu.edu.ph/media/505kpaxy/form-12-combined-generic-checklist-for-the-project-identification-and-design-stages.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus.	1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.	None	1 working day	Director Office of Gender and Development
	1.2 Receives and evaluates the endorsed Program/Project proposal.	None	1 working day	Unit Head/Staff Database and Monitoring Unit
2. Receive the result of the evaluated program/project proposal.	2. Returns and coordinates the result of the evaluated program/project proposal.	None	3 working days	Clerk/Staff Office of Gender and Development
3. Prepare and submit additional requirements such as Mode of Verifications (MOVs) documents.	3. Receives and reviews submitted additional requirements.	None	3 working days	Director Office of Gender and Development
				Unit Head/Staff Database and Monitoring Unit



4. Receives notification regarding the status of the program/project proposal.	4. Notifies client regarding the details of the approved program/project proposal. <i>If not approved, inform the lacking.</i>	None	5 minutes	Unit Head/Staff Database and Monitoring Unit
TOTAL:		None	8 Working Days & 5 Minutes	

Note: 20 working days is equivalent to 1 month.

*Pursuant to the **Republic Act No. 11695**, also known as the "Revised Tarlac State University Charter," TSU shall provide advance instruction and professional training in literature, philosophy, science and technology, and arts, and other relevant fields of study, It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.*

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties.

- *Short-term = Less than 3 months*
- *Medium term = 3 months to 1 year*
- *Long-term = 1 year to 3 years*



4. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities

This service allows clients to request for Gender-Responsive Extension Program for Short-Term Services/Activities. The Office of Gender and Development will provide Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Government and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Request Letter addressed to the University President with the following data: (3 Original Copies) - Title of the event - Date and Time of the event - Location of the event - Who to contact		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Records and Archives Unit – Main Campus.	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	Clerk/Staff Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		Clerk/Staff Office of the University President
	1.3 Receives, reviews, and assesses the requested service.	None	1 working day	Director Office of Gender and Development
	1.4 Endorses letter to the Capacity-Building and Extension Service Unit for action.	None	5 minutes	Director Office of Gender and Development
2. Receives notification on the action taken/details of the request.	2.1 Informs client on the action taken/details of the request.	None	1 working day	Clerk Office of Gender and Development



	2.2 Prepares necessary documents and request to serve meals if included in the request.	None	3 working days	<i>Clerk/Staff</i> Office of Gender and Development
3. Attend the seminar/ orientation/ workshop.	3.1 Facilitates the seminar/ orientation/ workshop	None	3 working days	<i>Staff/ Coordinators</i> Office of Gender and Development
	3.2 Prepares and submits an activity report to the requesting party	None	1 working day	<i>Technical Staff</i> Office of Gender and Development
TOTAL:		None	10 Working Days & 5 Minutes	



Office of Human Resource Development and Management

External Services



1. Processing of Request for Personnel-Related Documents and Reports

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned personnel or for any legal purposes it may be used.

Office or Division:	Office of Human Resource Development and Management (OHRDM)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter that includes the following data: (1 Original Copy) a. Document/Data to be requested b. Purpose c. Who to contact		The client will provide		
2. Any document to support the requested document/data such as but not limited to: a. Request Letter or Compliance from other government agencies. (1 Original Copy) b. For research purposes, any document that may prove on-going research. (1 Original Copy) c. Privacy Consent concerning data covered by Data Privacy Act of 2012 (1 Original Copy)		The client will provide		
3. For Business Entity/ies: Approved or Signed Authorization letter from the former or current employee. (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with necessary attachments, <i>if any</i> , to the Office of Human Resource Development and Management – Main Campus.	1.1 Receives the submitted document/s.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management
	1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. <i>Note: If incomplete return the submitted requirement/s</i>	None	10 minutes	<i>Messenger/Staff and Director</i> Office of Human Resource Development and Management



	<i>and inform the lacking.</i>			
2. Receives notification on the schedule of the releasing of requested documents.	2.1 Informs the client about the release date of the requested document.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management or <i>Staff</i> Office of Human Resource Development and Management
	2.2 Prepares the requested personnel-related documents and/or reports.	None	4 working days	<i>Staff</i> Office of Human Resource Development and Management or <i>Concerned Unit Head</i> Office of Human Resource Development and Management or <i>Director</i> Office of Human Resource Development and Management
	2.3 If the requested document/s was completed before released date, inform the client thru MS Teams for releasing. In case the requested document requires more	None	5 minutes	<i>Staff</i> Office of Human Resource Development and Management or <i>Concerned Unit Head</i>



	time to complete, inform the client thru MS Teams for rescheduled releasing date.			Office of Human Resource Development and Management
3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management
TOTAL:		None	4 Working Days & 30 Minutes	



Office of Human Resource Development and Management

Internal Services



1. Processing of Request for Personnel-Related Documents and Reports

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned personnel or for any legal purposes it may be used.

Office or Division:	Office of Human Resource Development and Management (OHRDM)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter that includes the following data: (1 Original Copy) a. Document/Data to be requested b. Purpose c. Who to contact		The client will provide		
2. Any document to support the requested document/data such as but not limited to: a. Request Letter or Compliance from other government agencies. (1 Original Copy) b. For research purposes, any document that may prove on-going research. (1 Original Copy) c. Privacy Consent concerning data covered by Data Privacy Act of 2012 (1 Original Copy)		The client will provide		
3. For Business Entity/ies: Approved or Signed Authorization letter from the former or current employee. (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with necessary attachments, <i>if any</i> , to the Office of Human Resource Development and Management – Main Campus.	1.1 Receives the submitted document/s.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management
	1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. <i>Note: If incomplete return the submitted requirement/s</i>	None	10 minutes	<i>Messenger/Staff and Director</i> Office of Human Resource Development and Management



	<i>and inform the lacking.</i>			
2. Receives notification on the schedule of the releasing of requested documents.	2.1 Informs the client about the release date of the requested document.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management or <i>Staff</i> Office of Human Resource Development and Management
	2.2 Prepares the requested personnel-related documents and/or reports.	None	4 working days	<i>Staff</i> Office of Human Resource Development and Management or <i>Concerned Unit Head</i> Office of Human Resource Development and Management or <i>Director</i> Office of Human Resource Development and Management
	2.3 If the requested document/s was completed before released date, inform the client thru MS Teams for releasing. In case the requested document requires more	None	5 minutes	<i>Staff</i> Office of Human Resource Development and Management or <i>Concerned Unit Head</i>



	time to complete, inform the client thru MS Teams for rescheduled releasing date.			Office of Human Resource Development and Management
3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	<i>Messenger</i> Office of Human Resource Development and Management
TOTAL:		None	4 Working Days & 30 Minutes	



Payroll Services Unit

Internal Services



1. Processing of Request for Personnel-Related Documents

This service allows clients to request personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Payroll Services Unit (PSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All TSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Walk-In: Accomplished Request Slip Form <i>TSU-PSU-SF-14</i> (1 Original Copy) For Online: Accomplished Request Slip via https://forms.office.com/r/EzHJZyrkDi		Payroll Services Unit or access the form thru https://forms.office.com/r/EzHJZyrkDi		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online request: Click the link https://forms.office.com/r/EzHJZyrkDi and filled-out mandatory fields and submit request. For Walk-in request: Submit accomplished request slip to Payroll Services Unit.	1.1 Receives and validates the accomplished request slip, confirm other details if necessary.	None	3 minutes	<i>Receiving/ Releasing Staff</i> Payroll Services Unit
	1.2 Forwards and/or inform in-charge regarding the request	None	1 minute	<i>Receiving/ Releasing Staff & Payroll In-charge</i>
	1.3 Prepares or generates requested document(s) or personnel data using payroll system and records for current data	None	4 hours	<i>Administrative Staff</i> Payroll Services Unit
	1.3.1 Retrieves data from the archives for request with non-current document/data		2 working days and 5 hours	
	1.4 Signs the document	None	1 minute	<i>Head</i> Payroll Services Unit



2.Receive document(s) by signing in the outgoing logbook	2. For walk-in: Logs and releases the document to the client. For online: Send the requested document via MS Teams for current data and through email address for non-current data.	None	1 minute	<i>Receiving/ Releasing Staff Payroll Services Unit</i>
TOTAL FOR CURRENT DATA:		None	4 Hours & 6 Minutes	
TOTAL FOR NON-CURRENT DATA:			2 Working Days, 5 hours & 6 Minutes	



Performance Management Unit

Internal Services



1. Processing for Request for Send-Off of Retiree

This service allows the university to recognize retirees who are permanent teaching and non-teaching personnel for their loyal service and commitment to Tarlac State University.

Office or Division:	Office of Human Resource and Development Management-Performance Management Unit (OHRDM-PMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Retirees Who are Permanent Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed and Accomplished Send-Off Request Form <i>TSU-PRM-SF-12</i> (1 Original Copy)		Office of Human Resource and Development Management or download at https://www.tsu.edu.ph/media/e1pdms3n/tsu-prm-sf-12-send-off-celebration-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Performance Management Unit office.	1.1 Checks if the submitted form is properly filled out	None	1 minute	Clerk Performance Management Unit
	1.2 Forwards the submitted form to the next signatories.	None	1 minute	Clerk Performance Management Unit
	1.3 Once the request form is approved, prepare the following materials, including but not limited to: • Invitations • Venue • Materials for event styling • AVP • Cake/wine • Food and Catering Services • Performances	None	5 working days	Clerk Performance Management Unit
2. Receive the Invitation	2. Gives the invited personnel a copy of invitation.	None	1 hour	Clerk Performance Management Unit
3. Attend the event.	3. Prepares the venue and facilitates the event.	None.	6 hours	Staff-in-charge Performance Management Unit



TOTAL:	None	5 Working Days, 7 Hours & 2 Minutes	



2. Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System

This service allows requesting clients to receive a copy of result of the Individual Faculty Evaluation and Individual Performance Commitment and Review and Department Performance Commitment and Review for various purposes.

Office or Division:		Office of Human Resource and Development Management - Performance Management Unit (OHRDM-PMU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		TSU Faculty/Teaching Personne and all Plantilla		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certification /Document Request Slip TSU-EWU-SF-02 (1Original Copy)		Office of Human Resource, Development and Management, or can be accessed at http://bit.ly/3q4tT29		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and submit to the Office of Human Resource and Development Management - Performance Management Unit or thru the link: (http://bit.ly/3q4tT29)	1.1 Checks the submitted form and verifies if no data privacy is violated.	None	1 minute	Clerk Performance Management Unit
	1.2 Prepares the requested document.	None	5 minutes	Clerk Performance Management Unit
2. Requested Soft Copy: Receive a copy of requested document. Requested Hard Copy: Receive a notification regarding the availability of the requested document.	2. Request for Soft Copy: Sends the requested document via email or Microsoft Teams. Request for Hard Copy: Notify the requestor as soon as the document is ready for pickup.	None	5 minutes	Clerk Performance Management Unit



3. Proceed to the Performance Management Unit office to receive the requested document and sign the logbook.	3. Releases the requested document and hands over the logbook for filling.	None	3 minutes	Clerk PM Unit OHRDM Requesting personnel
TOTAL:		None	14 Minutes	



Planning and Design Unit

Internal Services



1. Processing of Service Request for Design Layout

This service allows clients to request assistance in designing a layout for a project and/or provide preliminary scheme and alter the design/scheme based on the client’s inputs and comments.

Office or Division:		Office of Facilities Development and Management – Planning and Design Unit (OFDM-PDU)		
Classification/s:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		Employees, Units, Offices, Colleges and Existing Students of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Accomplished and Duly Signed Service Request TSU-PMU-SF-33 - (1 Original Copy)		Office of Facilities Development and Management or download at https://www.tsu.edu.ph/media/v5ye4cfq/tsu-pmu-sf-33-service-request-slip.docx		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements to the Office of Facilities Development and Management.	1.1 Receives and logs the Service Request in the logbook and determines the control number then, forwards to the Director.	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management
	1.2 Reviews the description and purpose of the request and determines if the request is approved or disapproved. <i>Note: If disapproved, return the Service Request Form to the client, and inform them of the reason for disapproval.</i>	None	25 minutes	<i>Director</i> Office of Facilities Development and Management
	1.3 Forwards the Service Request to the Head of the Planning and Design Unit if approved.	None	2 minutes	<i>Clerk</i> Office of Facilities Development and Management
	1.4 Issues the Claim Stub with the following information:	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management



	Name of the Requestor: Office / Unit / College: Date Filed: Control Number: Claiming Date of Request:			
	1.5 Assigns a Personnel-in-Charge for the request.	None	20 minutes	<i>Unit Head</i> Planning and Design Unit
2. Attend the Client Conference.	2.1 Conducts Client Conference through site investigation with the requesting office for interview and data gathering using the Client Conference Form.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.3 Reviews and approves the preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	2.4 Forwards the approved preliminary scheme to the client and notifies them about the 2 nd Client Conference.	None	20 minutes	<i>Project-in-Charge</i> Planning and Design Unit
3. Review the preliminary scheme.	3.1 Conducts 2 nd Client Conference for additional inputs or comments.	None	3 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.2 Completes the preliminary scheme based on the inputs of Request Office/End-user and submits to the Unit Head for approval.	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit



	3.3 Checks the completed preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	3.4 Revises the complete drawing as to the suggestions and comments of the Unit Head.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.5 Prints the approved working drawings and endorses to the Clerk.	None	2 hours	<i>Project-in-Charge</i> Planning and Design Unit
4. Return the claim stub to the Office of Facilities Development and Management (OFDM), receive the requested design layout and fill out the outgoing logbook.	4. Receives and signs the claim stub, releases the requested design layout, and asks the client to affix their signature in the claim stub upon receipt of request.	None	30 minutes	<i>Clerk</i> Office of Facilities Development and Management
TOTAL:		None	18 Working Days, 9 Hours & 57 minutes	



Pollution Control and Safety Unit

Internal Services



1. Processing of Request for Safety Inspection of College-based Events and Assistance for University-wide Events and Activities

The service aids all offices and colleges in inspecting the area or venue of an activity/program which will determine hazards and risk that may cause an incident. This will enable the prevention of such incidents during the activity/program.

Office or Division:	Pollution Control and Safety Unit (PCSU)			
Classification:	For College Events If Compliant: Simple For College Events If Non-Compliant: Simple For University-Wide Events If Compliant: Highly Technical For University-Wide Events If Non-Compliant: Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter of the Activity and the Assistance to Inspect the Venue (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter of inspection addressed to PCSU Unit Head.	1.1 Receives the letter from the requesting office.	None	5 minutes	Staff Pollution Control and Safety Unit
	1.2 Reviews and confirms the letter as an approval of the inspection.	None	10 minutes	Staff Pollution Control and Safety Unit
2. Receive the date for the inspection.	2. Informs the client regarding the date of inspection.	None	5 minutes	Staff Pollution Control and Safety Unit
3. Inspect together with Pollution Control and Safety Unit personnel.	3. Inspects the area or venue of the event with the presence of the client and proceed to Agency Action No. 6.1 if no non-conformities found.	None	2 hours	Staff Pollution Control and Safety Unit
	<i>Note: If there are non-conformities found in the area/venue, generate an Occupational Health and Safety Site Observation Report (TSU-PCS-SF-10).</i>	None	1 hour	



4. Receive the Occupational and Safety Site Observation Report.	4. Communicates non-conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 hour	<i>Staff</i> Pollution Control and Safety Unit
5. Act on the non-conformity/ies indicated in the given Occupational Health and Safety Site Observation Report.	5. Re-inspects the area for verification of the corrective action done by the client.	None	2 hours	<i>Staff</i> Pollution Control and Safety Unit
6. Receive the Certificate (TSU-PCS-SF-12).	6.1 Issues the Certificate (TSU-PCS-SF-12).	None	1 hour	<i>Staff</i> Pollution Control and Safety Unit
	6.2 Logs the document/s issued to the Pollution Control and Safety Document Log (TSU-PCS-SF-01).	None	30 minutes	<i>Staff</i> Pollution Control and Safety Unit
7. For University-Wide Events and Activities Assistance: Comply with the health and safety protocols and guidelines and attend the event.	7. For University-Wide Events and Activities Assistance: Assists during the event.	None	6 calendar days	<i>Staff</i> Pollution Control and Safety Unit
8. For University-Wide Events and Activities Assistance: Receive the Occupational and Safety Site Observation report.	8. For University-Wide Events and Activities Assistance: After the event, communicates non-conformity/ies by forwarding the Occupational Health and Safety Site Observation	None	1 working day	<i>Staff</i> Pollution Control and Safety Unit



	Report for corrective action.			
TOTAL FOR COLLEGE EVENTS, IF COMPLIANT:		None	3 Hours & 50 Minutes	
TOTAL FOR COLLEGE EVENTS, IF NON-COMPLIANT:		None	7 Hours & 50 Minutes	
TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF COMPLIANT:		None	7 Days, 3 Hours & 50 Minutes	
TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF NON-COMPLIANT:		None	7 Days, 7 Hours & 50 Minutes	



Procurement Unit

External Services



1. Process of Acquiring Bidding Documents

The service allows suppliers and contractors to acquire bidding documents to compete in the bidding as mandated by the law (RA 9184).

Office or Division:	Procurement Unit - Bids and Awards Committee (BAC) Secretariat Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All Eligible Business Entity/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 Original Copy or 1 Electronic Copy)		The client will provide		
2. <i>If Paid via Over-the-Counter</i> , Official Receipt (1 Photocopy)		Cashiering Unit		
3. <i>If Paid via Online Banking</i> , Official Receipt (1 Scanned Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Staff-in-Charge Cashiering Unit
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit



TOTAL:	Maximum Cost of Bidding Documents based on ABC	20 Minutes	

Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP 1,000,000.00	PHP 1,000.00
More than PHP 1,000,000.00 up to PHP 5,000,000.00	PHP 5,000.00
More than PHP 5,000,000.00 up to PHP 10,000,000.00	PHP 10,000.00
More than PHP 10,000,000.00 up to PHP 50,000,000.00	PHP 25,000.00
More than PHP 50,000,000.00 up to PHP 500,000,000.00	PHP 50,000.00
More than PHP 500,000,000.00	PHP 75,000.00



Procurement Unit

Internal Services



1. Processing of Purchase Request / Job Order

The service allows offices and colleges of the university to submit Purchase Request or Job Order and be processed according to the law (RA 9184).

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Units, Offices and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Funding Form (3 Original Copies)		Budget Monitoring Unit		
2. Accomplished Purchase Request Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/2vynentz/purchase-request.xlsx)		
3. Requisition and Issue Slip (3 Original Copies)		Downloadable from TSU Portal https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx		
4. Accomplished Job Order Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/klnloiyn/job-order.docx)		
5. Purchase Request (5 Original Copies)		Contract Management Division, Procurement Unit		
6. Job Order (3 Original Copies)		Contract Management Division, Procurement Unit		
7. For Infrastructure Projects , Designs or Layout (<i>if applicable</i>) (3 Original Copies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	1.1 Receives the approved Purchase Request or Job Order along with the supporting documents and attached form for the number of days to process: Period of Action-SF 076.	None	5 minutes	Receiving Clerk Procurement Unit - Planning & Canvassing Division
	1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing.	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing Division
	1.3 Affixes control number on the Approved	None	5 minutes	Secretariat Procurement Unit – Bids and



	Purchase Request (PR) / Job Order (JO).			Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit – Bids and Awards Committee Secretariat Division
	1.4 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Bids and Awards Committee (BAC) Chair for the identification of mode of procurement.	None	10 minutes	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit – Bids and Awards Committee Secretariat Division
	1.5 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Document Control Coordinator for the preparation of Request for Quotation and retains documents for processing under public bidding.	None	10 minutes	<i>Document Controller</i> Procurement Unit <i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i>

				Procurement Unit – Bids and Awards Committee Secretariat Division
	1.7 Posts to the PhilGeps website those request for public bidding.	None	1 hour	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.8 Posts requests to be processed under Alternative Mode of Procurement with below 50,000 ABC.	None	1 hour	<i>Staff-in-Charge</i> Planning and Canvassing Division
	1.9 Prepares the conduct of public bidding for request/s to be undertaken through public bidding.	None	Minimum Time: 29 working days Maximum Time: 129 working days	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division
	<i>Note: If processed under Alternative Mode: Conduct canvassing for request/s undertaken through alternative mode of procurement.</i>	None	Minimum Time: 7 working days Maximum Time: 15 working days	<i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i> Planning and Canvassing Unit
	1.10 Prepares Bids and Awards Committee (BAC) resolutions for projects completed which are undertaken through public bidding and BAC resolutions for request undertaken	None	30 minutes	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit

	through alternative mode of procurement with an ABC above 50,000			
	1.11 Forwards the sealed quotation of contractors / suppliers to the Technical Working Group (TWG) - Technical and End-User for the evaluation of items.	None	1 working day	<i>Staff-in-Charge</i> Planning and Canvassing Division
	1.12 Prepares the Abstract of Quotation for request undertaken through alternative mode of procurement.	None	2 hours	<i>Staff-in-Charge</i> Planning and Canvassing Division
	1.13 The Canvassing Unit shall route the Abstract of Quotation for signing by the BAC Members.	None	1 working day	<i>Document Controller</i> Procurement Unit
	1.14 Forwards the completed projects undertaken through public bidding together with all the supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None	30 minutes	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	<i>Staff-in-Charge</i> Contract Mgt. Division



	1.16 Countersigns the Purchase Order.	None	5 minutes	<i>Unit Head</i> Procurement Unit
	1.17 Forwards the duly countersigned Purchase Order/Work Order (PO/WO) to the Budget Office for obligation for funds.	None	5 minutes	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.18 Issues copy of duly approved Notice of Award or Purchase Order or Work Order to the suppliers or contractors for signing or confirmation through phone call or sending of scanned copy through mail.	None	2 working days	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.19 Forwards copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	5 minutes	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.20 Forwards all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	None	10 minutes	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.21 Posts the awarded projects / contracts, for transparency, on a conspicuous place at the TSU website and on PhilGeps.	None	1 hour	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i>



				Planning and Canvassing Division <i>Document Controller</i> Procurement Unit
2. Receive notification on the approval of their request.	2. Informs the client on the approval of their request.	None	5 minutes	<i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i> Planning and Canvassing Division
TOTAL TIME FOR PUBLIC BIDDING (MINIMUM TIME):		None	36 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR PUBLIC BIDDING (MAXIMUM TIME):		None	136 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR ALTERNATIVE MODE (MINIMUM TIME):		None	14 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR ALTERNATIVE MODE (MAXIMUM TIME):		None	22 Working Days, 7 Hours & 5 Minutes	



Records and Archives Unit

Internal Services



1. Process of Archiving Documents and Materials

The service allows a systematic procedure of receiving records / documents from other agencies/institutions (government or non-government), taking into consideration the agency’s Policies and Procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correspondences from outside agencies addressed to the TSU President (2 Original Copies)		The client will provide		
2. Approved Letter from the University President (2 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication letter with attachments, if any, at the Records and Archives Unit.	1.1 Receives and reviews the communication letter addressed to the TSU President and shall be indicated if printed by or received thru postal.	None	7 minutes	Staff Records and Archives Unit
	1.2 Stamps at the upper right portion using the Records and Archives Unit seal and assigns a tracer number, date, time and initial of the Records and Archives Unit receiving staff.	None	7 minutes	Staff Records and Archives Unit
	1.3 Records the communication in the assigned logbook of external documents.	None	7 minutes	Staff Records and Archives Unit
2. Receive notification that the communication is already forwarded to the University President for appropriate action.	2. Forwards the communication to the University President for appropriate action.	None	7 minutes	Staff Records and Archives Unit



TOTAL:	None	28 Minutes	



2. Process of Requesting for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to strictly comply with the National Archives of the Philippines (NAP) General Disposition Schedule (GRDS) and TSU Records Disposition Schedule (RDS).

Note: The Records and Archives Unit conducts yearly monitoring based on the General Disposition Schedule and Records Disposition Schedule. And the actual monitoring depends on the retention time of the documents.

Office or Division:		Records and Archives Unit (RAU)		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All TSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Authority to Dispose of Records or Use of Storage Form <i>TSU-RAU-SF-05</i> (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Request for Authority to Dispose of Records or Use of Storage to the Record and Archives Unit.	1.1 Reviews the completeness of the submitted form.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 If for disposal , transfer to the disposal. If for storing , transfer to storage area depending upon the capacity of Records and Archives Unit designated area.	None		<i>Staff</i> Records and Archives Unit
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	2.1 Dispatches one (1) copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for Records and Archives Unit.	None	1 working day	<i>Staff</i> Records and Archives Unit
	2.2 The storage and disposal in charge shall conduct regular monitoring based on the General Disposition Schedule and Records Disposition Schedule.	None	1 working day <i>Note: The actual monitoring depends on the retention time of the documents.</i>	<i>Staff and Head</i> Records and Archives Unit



	2.3 At least once a year, Records and Archives Unit shall prepare the Request for authority to dispose using National Archives of the Philippines Form No. 3, for the signature of the University President and approved by the National Archives of the Philippines Executive Director, thru the Records Management Services Division.	None	1 working day <i>Note: The total processing time for the evaluation and approval of National Archives of the Philippines is 3 months.</i>	
	2.4 Once approved, prepare a letter addressed to the National Archives of the Philippines Executive Director, inviting National Archives of the Philippines representative for the date of actual disposal and availment of their accredited buyer.	None	1 working day	<i>Head</i> Records and Archive Unit
	2.5 Prepares invitation letter to the Commission on Audit resident auditor and Internal Audit Service as witness.			
	2.6 Proceeds on the sale of Valueless records (disposal) shall be receipted at the Cashiering Office	None	1 working day	<i>Staff</i> Cashiering Unit



TOTAL:	None	6 Working Days	

Note: The service is covered by the National Archives of the Philippines General Circular Number 1 - “Rules and Regulations Governing the Management of Public Records and Archives Administration” and “General Records Disposition Schedule”.



3. Processing of Request of Records Copy/ies

The service allows TSU employees to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Record Copy/ies <i>TSU-RAU-SF-07</i> (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Record Copy/ies <i>TSU-RAU-SF-07</i> to the Records and Archives Unit.	1. Receives and conducts the initial evaluation of the submitted form. <i>Note: If the form is incompletely filled out, deny the request.</i>	None	10 minutes	<i>Staff</i> Records and Archives Unit <i>FOI Officer</i> Tarlac State University
2. Receive the available record or information.	2.1 Retrieves and releases the information, if available, upon the approval of the Unit Head.	None	15 working days	<i>Staff</i> Records and Archives Unit <i>FOI Officer</i> Tarlac State University
	2.2 Prepares and submits of Freedom of Information reports.			
TOTAL:		None	15 Working Days & 10 Minutes	

Note: The total turnaround time includes processing of request/s needing highly technical procedures.



Supply and Property Management Unit

External Services



1. Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action

The service allows the disposal of used/unserviceable supplies, materials, and equipment upon the approval of required documents.

Office or Division:	Supply and Property Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayors Permit (1 Certified Photocopy)		Municipal Office		
2. Latest Income Tax Return (1 Certified Photocopy)		Bureau of Internal Revenue		
3. Sealed Bid Documents (1 Set Original Copy)		Bids and Awards Committee on Disposal Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires/ Secures bidding guidelines	1. Issues bidding documents to interested bidder/s	None	30 minutes	Disposal Staff Disposal Secretariat Supply and Property Management Unit
2. Conducts an inspection of the item(s) for disposal	2.1 Assists in the inspection of the Internal Audit Services (IAS) and the Commission on Audit (COA) on the item(s) for disposal	None	1 working day	Disposal Staff Supply and Property Management Unit
	2.2 Assists in the inspection of the prospective bidders on the item(s) for disposal	None	3 working days	Disposal Staff Supply and Property Management Unit
3. Submit sealed bid during the Public Auction Conference	3. Opening and Evaluation of Bids; Declare the Winning Bidder	None	2 hours	Bids and Awards Committee on Disposal Supply and Property Management Unit
4. For Winning Bidder: Proceed to the Cashiering Unit for the payment of 10% Bid Bond and	4. Receives and checks the submitted OR	10% Bid Bond	30 minutes	BAC Secretariat Supply and Property Management Unit



submit the of the Official Receipt to the BAC-D Secretariat				
5. Accept and conform with the Notice of Award and Proceed	5. Prepares and Issues Notice of Awards and Proceed to the winning bidder	None	3 working days	<i>Secretariat</i> Bids and Awards Committee Supply and Property Management Unit
6. Proceed to the Cashiering Unit for the payment of Bid Amount	6. Receives payment and issues Official Receipt	Bid Amount	5 working days <i>Note: Upon receipt of Notice of Award and Notice to Proceed</i>	<i>Cashiering Staff</i> Cashiering Unit
7. Submit Official Receipt to the BAC-D Secretariat	7. Receives and records Official Receipt	None	10 minutes	<i>Secretariat</i> Bids and Awards Committee on Disposal <i>Disposal Staff</i> Supply and Property Management Unit
8. Receives the gate pass	8. Prepares and issues gate pass	None	2 working days	<i>Disposal Staff</i> Supply and Property Management Unit
9. Hauling of used/ unserviceable items	9. Checks and verifies the items to ensure they conform to the information provided on the gate pass	None	5 working days <i>Note: Upon full payment</i>	<i>Disposal Staff</i> Supply and Property Management Unit <i>Staff</i> Janitorial and Grounds Services Unit or <i>Staff</i> Civil Security Unit
TOTAL:		Bid Amount	19 Working Days, 3 Hours, & 10 Minutes	



2. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment

The service allows the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.

Office or Division:	Supply and Property Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order/ Work Order (1 Original Copy)		Procurement Unit		
2. Invoice/ Delivery receipt (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers present a copy of the Purchase Order/ Work Order, and the Invoice/ Delivery Receipt is given to the staff-in-charge upon delivery of goods/ services to the Supply and Property Management Unit.	1. Receives and checks the completeness of the documents provided	None	20 minutes	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
2. Delivers the item/s	2.1 Checks and receives delivery of item/s if it is in conformity with the specifications indicated in the Purchase Order / Work Order; count the items delivered. <i>Note: For cases of non-conformity with the specifications, return item to the supplier.</i>	None	1 working day	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	2.2 Prepares and issues Request for Inspection-to-Inspection	None	30 minutes	<i>Supplies and Materials Staff</i>

	Committee Member/s			<i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	2.3 Prepares Inspection and Acceptance Report (IAR) for delivered items	None	2 working days	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	2.4 Checks and inspects the item/s if it is in conformity with the specifications indicated in the Purchase Order/ Work Order; Signs Inspection and Acceptance Report	None	1 working day	<i>Inspection Committee Member/s</i> Supply and Property Management Unit
	2.5 Accepts the item/s delivered; signs Inspection and Acceptance Report (IAR); furnished copy of Inspection and Acceptance Report to concerned offices	None	5 hours	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> <i>Committee Member/s</i> Supply and Property Management Unit
	2.6 Post delivered items manually and electronically in the property/ stock/ ledger card and supply inventory system	None	2 working days	<i>Supplies and Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit



	2.7 Prepares Disbursement Voucher (DV); checks and validates attachments; forwards Disbursement Voucher to end-user to certify expenses incurred under his/her direct supervision; forward to the Accounting Office	None	5 working days	Clerk Head Supply and Property Management Unit
Total:		None	11 Working Days, 5 Hours, & 50 Minutes	



Supply and Property Management Unit

Internal Services



1. Processing of Request for Physical Inventory of Property Accountabilities

This service allows the client to request a special inventory of property accountabilities.

Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website: https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Inventory to the office of Supply and Property Management Unit.	1.1 Receives, Records and Approves Request for Inventory	None	10 minutes	Inventory Staff Head Supply and Property Management Unit
	1.2 Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	Inventory Staff Supply and Property Management Unit
2. Attends set schedule of Inventory	2.1 Conducts Inventory	None	4 working days	Inventory Staff Supply and Property Management Unit
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities (if any)	None	2 working day	Inventory Staff Inventory Committee Supply and Property Management Unit Accounting Staff Accounting Unit
3. If there are missing property accountabilities: Prepares a Report of Lost, Stolen, Damaged or Destroyed Property/	3. Receives and checks notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi-Expendable Property	None	5 minutes	Inventory Staff Supply and Property Management Unit



Report of Lost, Stolen, Damaged or Destroyed Semi-Expendable Property and submits a notarized copy to Supply and Property Management Unit				
4. Settles missing property accountabilities to the Cashiering Unit and submits Official Receipts or replacement of lost items as proof of settlement	4.1 For payment of the lost item(s), receives payment for the assessed amount of missing property accountabilities Note: If the item(s) is replaced, present the item(s) and submit the Official Receipt to the SPMU to verify that the purchased item is equivalent to the lost item(s).	<i>Assessed amount of missing property accountabilities</i>	10 minutes	<i>Cashiering Staff</i> Cashiering Unit <i>Inventory Staff</i> SPMU
	4.2 Receives and Records proof of settlement	None	5 minutes	<i>PPE Staff</i> Supply and Property Management Unit
	4.3 Drops property in the database/ Inventory Record	None	5 hours	<i>PPE Staff</i> Supply and Property Management Unit
TOTAL Without Missing Property Accountabilities:		None	6 Working Days & 20 minutes	
TOTAL With Missing Accountabilities:		Amount of assessed missing account ability/ies	6 Working Days, 5 Hours, & 40 Minutes	



2. Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Respective End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Requisition and Issue Slip (RIS) (3 Original Copies) (1 Photocopy for items to be transferred to other campus)		Supply and Property Management Unit Downloadable at the TSU Website: https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.1 Receives Requisition Slip for stock availability inquiry	None	5 minutes	<i>Receiving Staff</i> Supply and Property Management Unit
	1.2 Checks availability of stocks	None	3 hours	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	1.3 Certifies non-availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	<i>Head</i> Supply and Property Management Unit
2. For Issuance of Supplies, Materials, and Equipment: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi-Expendable PPE: Prepares and issue notice to end-user/s for the availability of	None	1 working day	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> Supply and Property

	item/s per fund cluster			Management Unit
3. Present duly accomplished Requisition and Issue Slip (RIS) for supplies, materials, and equipment	3.1 Checks, approves, and records the availability of items	None	2 hours	<i>Receiving Clerk Head Supply And Materials Staff Supply and Property Management Unit</i>
	3.2 For Construction Materials: Validates items requested for construction/ fabrication/ repairs by administration	None	1 working day	<i>Monitoring & Validation Staff Supply and Property Management Unit</i>
	3.3 For Semi-Expendable PPE and for Semi-Expendable Supplies and Materials: Prepares and signs Inventory Custodian Slip	None	1 working day and 5 hours	<i>Supply And Materials Staff/ PPE Staff Head Property, Plant and Equipment Staff Supply and Property Management Unit</i>
	3.4 For PPE: Prepares and signs Property Acknowledgement Receipt (PAR)	None	2 working days	<i>Head Supply and Property Management Unit</i>
4. Receive the item(s)	4.1 For Supplies and Materials: Issue items to end-user/s	None	1 working day	<i>Supply And Materials Staff Supply and Property Management Unit</i>
	4.2 For PPE and Semi-Expendable PPE: Issue items to end-user/s	None	2 working days	<i>Property, Plant and Equipment Staff Supply and Property Management Unit</i>
	4.3 For Supplies, Materials, PPE and Semi-Expendable	None	1 working day	<i>Supply And Materials Staff</i>



	Supplies, Materials and PPE: Post issued items manually and electronically in the property/stock card and supply inventory system			<i>Property, Plant and Equipment Staff Supply and Property Management Unit</i>
	4.4 Prepares and submits a Report of Supplies and Materials Issued and Report of Semi-Expendable Property Issued to the Accounting Office	None	3 hours	<i>Supply And Materials Staff Property, Plant and Equipment Staff SPMU</i>
Total In Supplies, And Materials:		None	3 Working Days, 8 Hours, & 10 Minutes	
Total In Semi-Expendable: Supplies and Materials, and PPE:		None	6 Working Days, 3 Hours & 10 Minutes	
Total In Supplies, And Materials (Construction):		None	4 Working Days, 8 Hours, & 10 Minutes	
Total In PPE:		None	6 Working Days, 5 Hours, & 10 Minutes	



3. Processing of Request to Condemn Unserviceable Property Accountabilities

This service allows clients to submit requests to condemn unserviceable and/or no longer needed properties.

Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request to Condemn/ Request Slip with attached fully accomplished Inspection Report to the office of Supply and Property Management Unit.	1.1 Receives, checks, and approves Request to condemn unserviceable properties	None	10 minutes	<i>Receiving Staff/ Disposal Staff/ Head</i> Supply and Property Management Unit
	1.2 Prepares and issue pull out slip to the end-user	None	1 working day	<i>Disposal Staff</i> Supply and Property Management Unit
	1.3 Pull out item/s to condemn then transfer the item to the storage room for disposal	None	1 working day	<i>Disposal Staff</i> Supply and Property Management Unit
	1.4 Prepares ITR/PTR to the Supply Officer and label the condemn properties using the number indicated on the ITR/PTR	None	1 working day	<i>Disposal Staff/ Head</i> Supply and Property Management Unit
TOTAL:		None	3 Working Days & 10 Minutes	



4. Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User

The service allows to return the properties that are still serviceable but no longer needed by the end-user to the Supply and Property Management Unit.

Office or Division:		Supply and Property Management Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		End-users/ Accountable Officers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request Slip with attached Inspection Report to the office of Supply and Property Management Unit	1.1 Receives, checks and Approves Request to Return properties	None	10 minutes	<i>Receiving Staff Inventory Staff Head Supply and Property Management Unit</i>
	1.2 Pull out serviceable properties to be returned	None	2 working days	<i>Inventory Staff Supply and Property Management Unit</i>
	1.3 Prepares Inventory Transfer Report (ITR)/ Property Transfer Report (PTR) to the Supply Officer and put label on the returned items using the number indicated on the ITR/PTR	None	1 hour	<i>Inventory Staff Head Supply and Property Management Unit</i>
	1.4 Issue a copy of ITR/PTR to new end user	None	10 minutes	<i>PPE Staff Supply and Property Management Unit</i>
TOTAL:		None	2 Working Days, 1 Hour, & 20 Minutes	



5. Processing of Request to Transfer Property Accountabilities

The service allows the proper turn-over or transfer of property accountability from one end-user to another end-user.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpkr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance Unit		
3. Fully Accomplished Permit to Bring Materials/ Equipment from One Campus to Another TSU-SPM-SF-27 (1 set)		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Transfer /Request Slip with attached checklist and/or Property Acknowledgement Receipt/ Inventory Custodian Slip	1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities <i>Note: The end user shall be responsible for transferring the items.</i> <i>If the items are to be transferred to another campus, the new end user prepares a Permit to Bring Materials/Equipment from One Campus to Another TSU-SUP-SF-51 to be approved by the SPMU Head.</i>	None	10 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit
	1.2 Prepares Inventory Transfer Receipt for Semi-Expendable Property, Plant and Equipment and Property	None	1 hour	Inventory Staff Head Supply and Property Management Unit



	Transfer Receipt for <i>Property, Plant and Equipment</i> items			
	1.3 Prepares Inventory Custodian Slip for Semi-Expendable <i>Property, Plant and Equipment</i> and Property Acknowledgement Receipt for PPE items to the new End-user	None	1 hour	<i>Property, Plant and Equipment Staff</i> <i>Head</i> Supply and Property Management Unit
2. Transfer the accountability to the new end user	2. Issue a copy Inventory Custodian Slip/ Property Acknowledgement Receipts to new end user	None	2 working day	<i>Inventory and Property, Plant and Equipment Staff</i> Supply and Property Management Unit
TOTAL:		None	2 Working Days, 7 Hours & 10 Minutes	



Training and Organizational Development Unit

Internal Services



1. Process of Application for Sabbatical Leave

This service allows members of the faculty to study, conduct investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	TSU Faculty with Twenty-five (25) Years and Above Tenure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Sabbatical Leave <i>TSU-TOD-SF-32</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/fbgfvq3x/tsu-tod-sf-32-application-for-sabbatical-leave.docx		
2. Proposed Program of Work (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application Form with the Proposed Program of Work to Office of the University President.	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses verified documents to Office of Human Resource and Development Management (OHRDM).	None	1 minute	<i>Clerk</i> Office of the University President
	1.3 Receives and endorses the documents to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit or <i>Director</i> Office of Human Resource



				Development and Management
	1.5 Convenes and evaluates the applicant's proposed program of work.	None	7 working days	<i>Members</i> TSU-Administrative Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Board of Regents</i> Tarlac State University
2. Receive an update on the status of the application.	2. Notifies the applicant on the status of his/her application. 2.1 If approved, facilitates contract signing. 2.2 If denied, inform the lacking.		3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	17 Working Days & 4 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes the application for sabbatical leave, approval depends on the evaluation of other processing office.



2. Process of Filing Cases and Complaints

This service allows TSU employees to file cases and complaints arising in the workplace following due process and procedures.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Faculty Members, Non-Teaching Personnel, and stakeholders of Tarlac State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter in Writing and Made Under Oath That Includes the Following Details (1 Original Copy or 1 Duplicate): • Full name of complainant • Address of complainant • Full name of complainee • Address of complainee • Position and Designation of complainee		The client will provide		
2. Narrative Report Containing the Acts or Omissions Allegedly Committed by the Employee (1 Original Copy or 1 Duplicate)		The client will provide		
3. Documentary Evidence and Affidavits of the Witness, <i>if any</i> (1 Certified True Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Office of the University President.	1.1 Receives the submitted documents and endorses to the Office of Human Resource Development and Management through Office of the Vice President for Administration.	None	3 minutes	<i>Clerk</i> Office of the University President
	1.2 Initially assesses and evaluates the case.	None	30 minutes	<i>Director</i> Office of Human Resource Development and Management <i>or</i> <i>Administrative Assistant II</i>



				Training and Organizational Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
2. Attend the interview and mediation at the Office of Human Resource Development and Management (OHRDM).	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	<i>Director</i> Office of Human Resource Development and Management <i>or</i> <i>Administrative Assistant II</i> Training and Organizational Development Unit
3. Wait for the resolution of the case.	3. Submits case report and recommends to the Office of the University President through the Vice President for Administration.	None	2 working days	<i>Director</i> Office of Human Resource Development and Management <i>Vice President</i> Office of the Vice President for Administration <i>President</i> Office of the University President
TOTAL:		None	2 Working Days, 1 Hour & 35 Minutes	



3. Processing of Request for Thesis/Dissertation Financial Assistance

This service allows deserving Tarlac State University personnel to receive financial assistance as support for the completion of their thesis or dissertation.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent TSU Personnel Rendering For At Least Two (2) Years with Defended Research Proposal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Thesis/ Dissertation Financial Assistance Form <i>TSU-TOD-SF-33</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/dkjjq0q3/tsu-tod-sf-33-request-for-financial-assistance-thesis-or-dissertation-1.docx		
2. Accomplished Permit to Study Form <i>TSU-TOD-SF-28</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/tfsjek3a/tsu-tod-sf-28-permit-to-study.docx		
3. Individual Performance Commitment and Review Summary (IPCR) for the Past Two (2) years (1 Original Copy)		Training and Organizational Development Unit		
4. Research Proposal Certified by the Dean Concerned (1 Original Copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms and supporting requirements to the Office of the University President.	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses verified documents to Office of Human Resource Development and Management (OHRDM).	None	1 minute	<i>Clerk</i> Office of the University President
	1.3 Receives and endorses documents to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.4 Convenes and evaluates if the thesis/dissertation is relevant with the development thrust of the University, if affirmative, shall endorse the	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Members</i>



	application to the Budget Office to determine if there are funds available.			TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>Clerk</i> Budget Management Unit
	1.5 Endorses the application to the Office of the University President for approval.	None	3 working days	<i>Clerk</i> Office of the University President
	1.6 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher.	None	5 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Staff</i> Administrative Service Unit
2. Receive the notification regarding the status of the application	2. Notifies the client on the status of his/her application.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	10 Working Days & 10 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes the Financial Assistance for Thesis/Dissertation, the approval depends on the evaluation of other processing office.



4. Processing of Application for Scholarship

This service provides an opportunity for deserving faculty members and non-teaching personnel to pursue higher education.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent employees who have rendered two (2) years and above to the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent Addressed to the Office of the University President with an Endorsement from the College Dean/Director and Concerned Vice President (1 Original Copy)		The client will provide.		
2. Notice of Acceptance from the University or School where he/she Plans to Enroll (1 Original Copy)				
3. Two (2) consecutive Very Satisfactory Performance Rating for the Previous IPCR rating period (1 Original copy and 1 Photocopy)				
4. Certificate of Employment (1 Original Copy)				
5. Medical Certificate (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President.	1.1 Endorses the letter to the HRDM Office.	None	1 minute	Clerk Office of the University President
	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	Administrative Assistant II Training and Organizational Development Unit
2. Submit the requirements	2.1 Receives submitted documents.	Non	1 minute	Administrative Assistant II Training and Organizational Development Unit



	2.2 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the Office of the University President.	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
	2.3 Prepares and accomplishes CSW for Board Confirmation.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Board of Regents</i> Tarlac State University
	2.4 Notifies the applicant on the status of his/her application. 2.4.1 Facilitates the contract signing when approved.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	13 Working Days & 6 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes and endorses scholarship applications, approval depends on the evaluation of other processing office.



5. Processing of Request for External Training

This service allows Tarlac State University employees to attend training and seminars (Face-to-face or Online) offered and organized by training providers outside the University for personal and professional development.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	External Training (Face-to-Face with Registration Fee and/or TEV) – Highly Technical External Training (Online with Registration Fee)– Highly Technical External Training (Free Online Training) - Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Plantilla Personnel (Teaching and Non-Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)		Training Provider		
2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)		Office of the University President		
3. Accomplished Request for External Training Form <i>TSU-TOD-SF-22</i> (4 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/dtbdfuka/tsu-tod-sf-22-request-for-external-training.docx		
4. Accomplished Training Commitment Form <i>TSU-TOD-SF-23</i> (1 Original Copy)		Training and Organizational Development Unit https://www.tsu.edu.ph/media/44wi0wcn/tsu-tod-sf-23-training-commitment-form.docx		
5. Approved Learning and Development Plan <i>TSU-TOD-SF-09</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/hsgdyud3/tsu-tod-sf-09-learning-and-development-plan.docx		
6. For Non-Teaching , Duly Signed and Approved Individual Career Development Plan for Non-Teaching <i>TSU-TOD-SF-07</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/as4npfwn/tsu-tod-sf-07-individual-career-development-plan-for-non-teaching.docx		
7. For Teaching , Duly Signed and Approved Individual Career Development Plan for Non-Teaching <i>TSU-TOD-SF-08</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/gzgmu213/tsu-tod-sf-08-individual-career-development-plan-for-teaching-personnel.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the Training and Organizational Development Unit.	1.1 Receives and reviews submitted requirements.	None	5 minutes	<i>Front Desk Clerk</i> Office of Human Resource Development and Management



				or <i>Training Assistant</i> Training and Organizational Development Unit
	1.2 Screens and evaluate the request and recommend actions and/or adjustment, if needed.	None	10 minutes	<i>Unit Head</i> Training and Organizational Development Unit
	1.3 Adds control number and have it signed by the Office of Human Resource Development and Management (OHRDM) Director.	None	5 minutes	<i>Training Assistant</i> Training and Organizational Development Unit <i>Director</i> Office of Human Resource Development and Management
	1.4 For External Training (Face-to-Face and Online) with Registration Fee: Endorses signed documents to the Budget Management Unit.	None	1 working day	<i>Training Assistant</i> Training and Organizational Development Unit
	1.5 For External Training (Face-to-Face and Online) with Registration Fee: Receives the signed documents and have it signed by the Budget / Accounting Officer.	None	1 working day	<i>Clerk</i> Budget and Management Unit <i>Head</i> Budget Management Unit



	1.51. Once signed, endorse the document to the concerned Vice President's Office.			
	1.6 Receives the signed documents and have it signed by the Concerned Vice President 1.6.1. Once signed, endorse the document to the Office of the University President.	None	1 working day	<i>Clerk</i> Concerned Vice President
	1.7 Receives the signed documents and have them signed by the University President. 1.71. Once approved, forward the approved Request for External Training to the Records and Archives Unit	None	2 working days	<i>Clerk</i> Office of the University President
2. Receives the copy of Approved Request for External Training	2. Certify the Approved Request for External Training and issue copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Confirm attendance through the registration form /link or confirmation form from the training provider and prepare Travel Order. And have it signed by the participants, their Office Heads,	3. Upon receipt of the approved Request for External Training, notify the client/ requesting office	None	5 minutes	<i>Training Assistant</i> Training and Organizational Development Unit



their respective VPs, and the President. For Face-to-Face External Training Prepare the Travel Order. Have it signed by the participants, their Office Heads, their respective VPs, and the President.		None	2 working days	
4. For Training with Registration Fee: Fill out both Disbursement Voucher (DV) and Obligation Request and Status (ORS) for the payment of the registration fee and per diem of the participants.	4.1 Receives the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).	None	10 minutes	Clerk Budget Management Unit
	4.2 Reviews and certifies the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).	None	10 minutes	Clerk Budget Management Unit
	4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit.	None	3 working days	Clerk Budget Management Unit
	4.4 Process the remaining signatories until it reaches the Cashiering Unit.			Clerk Budget Management Unit
	4.5 Deposit the registration fee to the account provided by the training provider.			Clerk Cashiering Unit
TOTAL TIME FOR EXTERNAL TRAINING (FACE-TO-FACE WITH REGISTRATION FEE AND/OR TEV):		None	10 Working Days & 55 Minutes	
TOTAL TIME EXTERNAL TRAINING (ONLINE TRAINING WITH REGISTRATION FEE):		None	8 Working Days & 55 Minutes	



TOTAL TIME EXTERNAL TRAINING (FREE ONLINE TRAINING):	None	3 Working Days & 35 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for training and seminars.



**6. Processing of Request for In-House Training or Seminar
(Face-to-Face and Online)**

The service allows other offices/departments of the university to organize and facilitate training or seminars for Tarlac State University (TSU) employees.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Training Request Form <i>TSU-TOD-SF-1</i> (4 Original Copies)		Training and Organizational Development Unit https://www.tsu.edu.ph/media/dygf1m0l/tsu-tod-sf-10-training-request-form.docx		
2. Approved Learning and Development Plan <i>TSU-TOD-SF-09</i> (1 Photocopy)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/hsgdyud3/tsu-tod-sf-09-learning-and-development-plan.docx		
3. Accomplished Resource Person Information Sheet Design <i>TSU-TOD-SF-13</i> (1 Original Copy)		Training and Organizational Development Unit		
4. Accomplished Learning and Development Instructional Design <i>TSU-TOD-SF-12</i> (1 Original Copy)		Training and Organizational Development Unit		
5. List of Target Participants (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training Request Form (TRF) and other attachments to the Training and Organizational Development Unit	1.1 Receives the submitted Training Request Form with other attachments.	None	2 minutes	<i>Front Desk Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training Assistant</i> Training and Organizational Development Unit
	1.2 Reviews and evaluates the submitted Training Request Form and supporting documents.	None	15 minutes	<i>Head</i> Training and Organizational Development Unit



	1.3 Adds control number and have it signed by the Office of Human Resource Development and Management (OHRDM) Director.	None	5 minutes	Training Assistant Training and Organizational Development Unit <i>Director</i> Office of Human Resource Development and Management
	1.4 Endorses signed documents to the Budget Management Unit.	None	5 minutes	Training Assistant Training and Organizational Development Unit
	1.5 Receives the signed documents and have them signed by the Budget Officer. <i>If approved, forward to the Accounting Office.</i> <i>If not, notify the client.</i>	None	1 working day	Clerk Budget Management Unit
	1.6 Receives the signed documents and have them signed by the Accounting Officer. If approved, forward to the concerned Vice President. If not, notify the client.	None	1 working day	Clerk Accounting Unit
	1.7 Receives the signed documents and have them signed by the Vice President. Once signed, endorse the document to the Office of the University President.	None	1 working day	Clerk Respective Vice President



	1.8 Receives the signed documents and have them signed by the University President. 1.8.1 Once approved, forward the approved Training Request Form to the Records and Archives Unit	None	1 working day	<i>Clerk</i> Office of the University President
2. Receive the copy of Approved Request for External Training	2. Certifies the Approved Request for External Training and issue a copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Announce the training details through eDMS.	3. Secures a copy of the signed memo.	None	10 minutes	<i>Training Assistant</i> Training and Organizational Development Unit
4. Coordinates training details with the Resource Speakers, and participants and prepares other training logistics (<i>venue, food, equipment, and training materials</i>).	4. Prepares necessary training needs before scheduled training or webinar, (<i>Zoom/MS Teams Link, Attendance and Registration Link and Post Training Evaluation</i>)	None	3 working days	<i>Training Assistant</i> Training and Organizational Development Unit
TOTAL:		None	7 Working Days & 47 minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for In-house training and seminars.



7. Processing of Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent Addressed to the Office of the University President with an Endorsement from the College Dean/Director and concerned Vice President (1 Original Copy and 1 Photocopy)		The client will provide.		
2. Updated Study Plan (1 Original Copy)				
3. Grade Reports (1 Original Copy)				
4. Certification from the Adviser Indicating the Needed Period by the Grantee to Finish the Degree, <i>if any</i> . (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President (OUP). <i>Note: Request to extend shall be made one (1) month before the current semester or end of summer or midyear for the FSC actions and endorsement to the OUP.</i>	1.1 Endorses the letter to the Office Human Resource Development and Management.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
2. Submit the requirements.	2.1 Receives submitted documents.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit



	2.2 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.	None	7 working days	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
3. Receives notification on the status of the request.	3. Notifies the applicant on the status of his/her request, in writing.	None.	2 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	9 Working Days & 6 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only process and endorse request for Scholarship extension, approval depends on the evaluation of other processing office.



8. Processing of Request for Scholarship Status of Employee-Scholars

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the Office of Human Resource and Development Management Office (OHRDM).

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2 Original Copies)		The client will provide		
2. Certifications, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
3. Report of Grades, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
4. GANNT Chart, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
5. Updated Study Plan, <i>if applicable</i> (1 Original copy and 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together with the supporting documents, if any, to the Training and Organizational Development Unit.	1.1 Receives and checks the request and documents submitted. <i>Note: If the submitted document is incomplete, notifies the scholar and informs about the lacking.</i>	None	15 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.2 Discusses all the conditions to the requestor relating to his/her request.	None	15 minutes	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.3 Organizes the documents and coordinates with the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) for the schedule of the meeting.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit



	1.4 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) convenes to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
2. Receives the notification regarding the status of request.	2. Notifies the requestor on the status of his/her request, in writing.	None	3 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	13 Working Days & 30 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses request/s for Scholarship status of Employee-scholars.



9. Processing of Request for Study Leave Reinstatement of Employee-Scholars

This service allows the employee-scholars to reinstate and resume their duty after finishing the degree they took during their availed study leave.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Letter of Reinstatement Form <i>TSU-TOD-SF-31</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/nmniddjt/tsu-tod-sf-31-letter-of-reinstatement-form.docx		
2. Diploma or Certificate from the University Where he/she Graduated (1 Original Copy)		The client will provide.		
3. Transcript of Records (with Special Order for Private Schools) (1 Original Copy)				
4. Hard Copy of the Thesis/Dissertation (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the University President.	1.1 Endorses to the Office of Human Resource Development and Management	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Receives the documents.	None	1 minute	<i>Administrative Assistant II</i> Training and Organizational Development Unit
	1.4 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee	None	7 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit <i>Committee Members</i> Faculty Scholarship



	(NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of University President.			Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
2. Receive the notification regarding the status of request	2. Notifies the applicant on the status of his/her request, in writing.	None	2 working days	<i>Administrative Assistant II</i> Training and Organizational Development Unit
TOTAL:		None	9 Working Days & 3 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only process and endorse request for study leave reinstatement of Employee-scholars, approval depends on the evaluation of other processing office.



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH, INNOVATION, AND EXTENSION



Center for Solar and Emerging Technology

External Services



1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division:		Center for Solar and Emerging Technology (CSET)		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy) • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.ph)	1.1 Receives the endorsement with the attached requirement from the Office of the Vice President for Research, Innovation, and Extension.	None	2 hours & 10 minutes	<i>Staff</i> Center for Solar and Emerging Technology
	1.2 Forwards the endorsement with the attached requirement to the Director of Center for Solar and Emerging Technology.	None	10 minutes	<i>Staff</i> Center for Solar and Emerging Technology



For Internal clients: Proceed to the Center for Solar and Emerging Technology – Main Campus, and submit a hard copy of the required documents	1.3 Receives and evaluates the forwarded requirement to determine the necessary actions to be taken. <i>Note: If not approved, inform the client of the reason for disapproval via email.</i>	None	3 hours	<i>Director</i> Center for Solar and Emerging Technology
2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	<i>Department Heads</i> Center for Solar and Emerging Technology
3. Attend the meeting on the scheduled date.	3. Attends and facilitates the meeting for presentation. <i>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</i> <i>If approved, implements and monitors the approved request.</i> <i>If not approved, inform the client of the reason for disapproval via email.</i>	None	3 working days	<i>Director & Department Heads</i> Center for Solar and Emerging Technology



TOTAL:	None	3 Working Days, 6 Hours, & 20 Minutes	

Note: This is a multi-stage process. The Center for Solar and Emerging Technology is only responsible for processing and approval of the request. The total turnaround time considers the availability of the signatories and processing time of the endorsement from the Office of the University President and Office of the Vice President for Research, Innovation, and Extension.



Center for Solar and Emerging Technology

Internal Services



1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division:	Center for Solar and Emerging Technology (CSET)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy) • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.ph)	1.1 Receives the endorsement with the attached requirement from the Office of the Vice President for Research, Innovation, and Extension.	None	2 hours & 10 minutes	<i>Staff</i> Center for Solar and Emerging Technology
	1.2 Forwards the endorsement with the attached requirement to the Director of Center for Solar and Emerging Technology.	None	10 minutes	<i>Staff</i> Center for Solar and Emerging Technology



For Internal clients: Proceed to the Center for Solar and Emerging Technology – Main Campus, and submit a hard copy of the required documents	1.3 Receives and evaluates the forwarded requirement to determine the necessary actions to be taken. <i>Note: If not approved, inform the client of the reason for disapproval via email.</i>	None	3 hours	<i>Director</i> Center for Solar and Emerging Technology
2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	<i>Department Heads</i> Center for Solar and Emerging Technology
3. Attend the meeting on the scheduled date.	3. Attends and facilitates the meeting for presentation. <i>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</i> <i>If approved, implements and monitors the approved request.</i> <i>If not approved, inform the client of the reason for disapproval via email.</i>	None	3 working days	<i>Director & Department Heads</i> Center for Solar and Emerging Technology



TOTAL:	None	3 Working Days, 6 Hours, & 20 Minutes	

Note: This is a multi-stage process. The Center for Solar and Emerging Technology is only responsible for processing and approval of the request. The total turnaround time considers the availability of the signatories and processing time of the endorsement from the Office of the University President and Office of the Vice President for Research, Innovation, and Extension.



TARLAC STATE UNIVERSITY
VILLA LUCINDA CAMPUS



OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT



Office of Alumni Affairs

External Services



1. Processing of Request for Alumni ID Card of Active Members

The service allows the active alumni of the University, with paid membership dues, to secure Alumni Identification Card for the first time.

Office or Division:	Office of Alumni Affairs (OAA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active TSU Alumni Member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Alumni Form <i>TSU-AAO-SF-04</i> (1 Original Copy)		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/jmvokult/request-for-alumni-id.doc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send the requirement/s to tsualumniassociation@gmail.com .	1.1 For Face-to-Face Transaction: Receives, checks and verifies the identity of the client via Alumni Database. For Online Transaction: Downloads and checks the submitted form and verifies the identity of the client via Alumni Database. <i>Note: If the submitted form is improperly filled out, return to client.</i>	None	2 Working Days & 5 minutes	<i>Staff</i> Office of Alumni Affairs
	1.2 Assigns Alumni Number.	None	5 minutes	<i>Clerk</i> Office of Alumni Affairs
	1.3 Processes the Alumni ID Card for releasing.	None	2 minutes	<i>Clerk</i> Office of Alumni Affairs
2. Receive notification from the Office of Alumni Affairs regarding the	2. Sends notification on the availability of the Alumni ID card via phone call, text	None	2 minutes	<i>Clerk</i> Office of Alumni Affairs



availability of the Alumni ID Card.	message or email.			
3. Receive the Alumni ID Card.	3. Releases the Alumni ID Card.	None	2 minutes	Clerk Office of Alumni Affairs
TOTAL:		None	2 Working Days & 16 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.



2. Processing of Request for Alumni ID Card of Inactive Alumni

The service allows the inactive alumni of the University, without paid membership dues, to secure Alumni Identification Card for the first time.

Office or Division:	Office of Alumni Affairs (OAA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Inactive TSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Alumni Form <i>TSU-AAO-SF-04</i> (1 Original Copy)		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/jmvokult/request-for-alumni-id.doc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send the requirement/s to tsualumniassociation@gmail.com	1. For Face-to-Face Transaction: Receives, checks and verifies the identity and payment status of the client via Alumni Database. For Online Transaction: Downloads and checks the submitted form and verifies the identity of the client via Alumni Database <i>Note: If the submitted form is improperly filled out, return to client.</i>	None	2 Working Days & 5 minutes	<i>Staff</i> Office of Alumni Affairs
2. For Face-to-Face Transaction: Pay for the TSU Alumni Fee at the Office of Alumni Affairs.	2.1 For Face-to-Face Transaction: Acknowledges the payment and provides receipt.	PHP 500.00	7 minutes	<i>Clerk</i> Office of Alumni Affairs



For Online Transaction: Send the payment via Gcash or Bank Transfer (Gcash: 09459772433 / DBP Bank: 00-0-05844-550-0)	For Online Transaction: Sends a confirmation email acknowledging the receipt of payment of the client.			
	2.2 Assigns Alumni Number	None	7 minutes	
	2.3 Processes the Alumni ID Card for releasing.	None	2 minutes	
3. Receive the Alumni ID Card	3. Releases the Alumni ID Card	None	2 minutes	
TOTAL:		PHP 500.00	2 Working Days & 23 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.



3. Processing of Request for Reissuance of Alumni ID Card

The service allows the active alumni of the University to avail the reissuance of Alumni ID due to worn-out, damaged, and lost Alumni Identification Cards.

Office or Division:	Office of Alumni Affairs (OAA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active TSU Alumni Member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Alumni Form <i>TSU-AAO-SF-04</i> (1 Original Copy)		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/jmvokult/request-for-alumni-id.doc		
2. <i>For Replacement of Existing Alumni ID:</i> Old Alumni ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Request for Alumni ID Form and Alumni ID (<i>if any</i>) to the Office of Alumni Affairs.	1.1 Receives the requirements, checks and verifies the status and information details of the client via Alumni Database <i>Note: If the submitted form is improperly filled out, return to client.</i>	None	15 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs
	1.2 Assesses the status of the initial Alumni Identification Card for appropriate payment.	None	7 minutes	<i>Clerk</i> Office of Alumni Affairs
2. Pay the corresponding amount.	2. Receives the payment and processes the printing of the new Alumni Identification Card.	With Existing Alumni ID Card: PHP 100.00 Without Existing Alumni ID Card: PHP 150.00	5 minutes	<i>Clerk</i> Office of Alumni Affairs



3. Receive the Alumni ID Card.	3. Releases the Alumni ID Card.	None	2 minutes	Clerk Office of Alumni Affairs
TOTAL IF WITH EXISTING ALUMNI ID CARD:		PHP 100.00	29 Minutes	
TOTAL IF WITHOUT EXISTING ALUMNI ID CARD:		PHP 150.00		

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system



Office of Culture, Arts, and Languages

External Services



1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group

This service allows the clients to request for the performance of the Culture and Arts Dance Troupe and/or Chorale Group.

Office or Division:	Office of Culture, Arts and Languages (OCAL)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	TSU Colleges, Offices, Units, and Other Government Agency/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR CLIENT				
1. Official letter of invitation address to the University President (1 Original Copy)		The client will provide		
B. FOR STUDENT PERFORMERS				
1. Certificate of Officially Registered (COR) (1 Original opy and/or 1 Photocopy)		The student performers will provide		
2. Identification Card with three specimen (1 Photocopy)				
3. Parental consent with a photocopy of the parent or guardians Identification card with three specimens (1 Original copy)				
4. If the event/ venue outside Tarlac, Medical certificate (1 Original copy)		Medical Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of invitation to the Records and Archives Unit	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
	1.2 Endorses Request to the Office of Culture, Arts and Languages.	None	1 working day	President, Officer-in-Charge, or Representative Office of the University President
	1.3 Receives and assesses the endorsed letter of invitation.	None	1 hour	Clerk and Director Office of Culture, Arts and Languages



2. Receive a notification regarding the approval/ disapproval of the invitation	2.1 Informs the student performers and coaches regarding the invitation and the requirements needed to submit.	None	30 minutes	Clerk Office of Culture, Arts and Languages
	2.2 Notifies the client of the approval or disapproval of the request via email, including details such as date and time, venue, mode of transportation and accommodation.	None	30 minutes	Clerk Office of Culture, Arts and Languages
	2.3 Gathers the required documents needed for the students, coaches, and OCAL Director	None	3 working days	Clerk Office of Culture, Arts and Languages
	2.4 Reviews the gathered documents	None	1 working day	Clerk Office of Culture, Arts and Languages
	2.5 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit	None	2 hours and 25 minutes	PPE Staff Supply and Property Management Unit
	2.6 Deploys the coaches, student performers, and Office of Culture, Arts, and Languages Director	None	1 working day	Staff-in-Charge Office of Culture, Arts and Languages
TOTAL:		None	7 Working Days, 4 Hours, & 25 Minutes	



Office of Culture, Arts, and Languages

Internal Services



1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group

This service allows the clients to request for the performance of the Culture and Arts Dance Troupe and/or Chorale Group.

Office or Division:	Office of Culture, Arts and Languages (OCAL)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	TSU Colleges, Offices, Units, and Other Government Agency/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR CLIENT				
1. Official letter of invitation address to the University President (1 Original Copy)		The client will provide		
B. FOR STUDENT PERFORMERS				
1. Certificate of Officially Registered (COR) (1 Original Copy and/or 1 Photocopy)		The student performers will provide		
2. Identification Card with three specimen (1 Photocopy)				
3. Parental consent with a photocopy of the parent or guardians Identification card with three specimens (1 Original Copy)				
4. If the event/ venue outside Tarlac, Medical certificate (1 Original Copy)		Medical Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of invitation to the Records and Archives Unit	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
	1.2 Endorses Request to the Office of Culture, Arts and Languages.	None	1 working day	President, Officer-in-Charge, or Representative Office of the University President
	1.3 Receives and assesses the endorsed letter of invitation.	None	1 hour	Clerk and Director Office of Culture, Arts and Languages



2. Receive a notification regarding the approval/ disapproval of the invitation	2.1 Informs the student performers and coaches regarding the invitation and the requirements needed to submit.	None	30 minutes	Clerk Office of Culture, Arts and Languages
	2.2 Notifies the client of the approval or disapproval of the request via email, including details such as date and time, venue, mode of transportation and accommodation.	None	30 minutes	Clerk Office of Culture, Arts and Languages
	2.3 Gathers the required documents needed for the students, coaches, and OCAL Director	None	3 working days	Clerk Office of Culture, Arts and Languages
	2.4 Reviews the gathered documents	None	1 working day	Clerk Office of Culture, Arts and Languages
	2.5 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit	None	2 hours and 25 minutes	PPE Staff Supply and Property Management Unit
	2.6 Deploys the coaches, student performers, and Office of Culture, Arts, and Languages Director	None	1 working day	Staff-in-Charge Office of Culture, Arts and Languages
TOTAL:		None	7 Working Days, 4 Hours, & 25 Minutes	



Office of International Affairs and Linkages

External Services



1. Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University

This service allows other State Universities, Colleges, and other Institutions to conduct benchmarking activities at Tarlac State University.

Office or Division:	Office Of International Affairs and Linkages (OIAL)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the University President with the following information: (1 Original Copy) - Name/Organization Name - Purpose/Nature of Request - Contact Details - Signature of the client		The client will provide		
2. Program of Activities (1 Original or 1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the necessary requirements to the Office of the University President – Main Campus or via email (pres_office@tsu.edu.ph)	1.1 Receives the endorsement from the Office of the University President.	None	5 minutes	Protocol Affairs Officer Office of International Affairs and Linkages
	1.2 Communicates and inquires with the client about the scope and details of the activity	None	1 day	Protocol Officer Office of International Affairs and Linkages
2. Communicate with the concerned offices/colleges	2. Communicates / coordinates to office/s to be visited during the benchmarking activity. If possible, conduct an exploratory meeting. <i>Note: If two (2) or more offices are to be visited, prepare all necessary</i>	None	2 days	Protocol Officer Office of International Affairs and Linkages



	<i>logistics and materials for the activity.</i> <i>Note: If one (1) office will be visited, the office to be visited will prepare all necessary logistics and materials for the activity.</i> <i>Note: If the office or college is unavailable, coordinate an alternative date and time for the activity.</i>			
3. Attend the benchmarking activity.	3. Facilitates the benchmarking activity.	None	1 working day	<i>Protocol Affairs Officer</i> Office of International Affairs and Linkages
TOTAL:		None	4 Working Days & 5 Minutes	



Office of International Affairs and Linkages

Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

This service facilitates the processing of requests for validation of the legitimacy of official travel abroad by faculty members, non-teaching personnel, and officials, in compliance with CHED endorsement requirements.

Office or Division:	Office Of International Affairs and Linkages (OIAL)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the University President (1 Photocopy)		Office of the University President		
2. Accomplished International Affairs Service Form 15 – Evaluation Form for the Necessity of Travel for SUC (1 Original Copy and 1 Photocopy)		CHED IAS Website: https://ieducationphl.ched.gov.ph/beta/travel-endorsement/		
3. Invitation Letter and Background of the event and organizers (attached website links) (1 Original Copy)		The client will provide		
4. Accomplished CHED-IAS Form No. 15 (1 Original Copy and 1 Photocopy)		The client will provide		
5. Approved Pursue Letter (1 Original Copy and 1 Photocopy)		The client will provide		
6. Notice of Acceptance (1 Original Copy and 1 Photocopy)		The client will provide		
7. Certificate of Availability of Funds signed by the Budget Officer and Finance Director (1 Original Copy and 1 Photocopy)		The client will provide		
8. Breakdown of Expenses (specify expenses per participant and sources of funding) (1 Original Copy and 1 Photocopy)		The client will provide		
9. Approved Completed Staff Work (CSW) (1 Original Copy and 1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements to the Office of International Affairs and Linkages - Villa Lucinda Campus	1.1Receives, reviews, and evaluates the submitted requirements. <i>Note: If submitted requirements are incomplete, return them to the client and inform them about the lacking</i>	None	5 minutes	Staff Office of International Affairs and Linkages



	1.2 Prepares all the documents and forms to be submitted to Commission on Higher Education - International Affairs and Services.	None	10 minutes	Staff Office of International Affairs and Linkages
	1.3 Schedules a travel to the Commission on Higher Education, Central Office, and submit all pertinent documents for Commission on Higher Education International Affairs Service approval	None	20 working days (1 day for travel and 19 working days for release)	Staff Office of International Affairs and Linkages
2. Receive notification regarding the status of their request after the official travel.	2. Notifies the client about the status of the request and takes a copy after handing the apostilled copy to the client.		10 minutes	Staff Office of International Affairs and Linkages
TOTAL:		None	20 Working Days & 25 Minutes	

Note: This is a multi-stage process. The Commission on Higher Education (CHED) is the agency that facilitates the verification and evaluation of the legitimacy of the travel. The Office of International Affairs and Linkages (OIAL) is the arm of the university that facilitates the collection and submission of the travel applications to the Commission on Higher Education (CHED). The turnaround time for Commission on Higher Education (CHED) may vary due to the additional requested documents and the number of requests Commission on Higher Education International Affairs Service (CHED IAS) receives per month, as stipulated in the Memorandum Order dated July 24, 2019, titled “Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs)”.



2. Processing of Outbound Faculty, Student, & Staff Mobility

This service allows clients to request the processing of outbound faculty, student, and staff mobility.

Office or Division:	Office Of International Affairs and Linkages (OIAL)	
Classification:	For Employee Mobility: Complex For Student Mobility: Highly Technical	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who may avail:	TSU Offices/Colleges and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR FACULTY & STAFF MOBILITY:		
1. Endorsement from the University President (1 Original Copy or 1 Photocopy)	Office of the University President	
2. Duly signed Complete Staff Work (CSW) (1 Original Copy and 1 Photocopy)	The client will provide	
3. Budget Proposal and Certificate of Availability of Funds (1 Original Copy and 1 Photocopy)	Budget Management Unit	
4. Invitation Letter and Background of the event and organizers (attached website links) (1 Original Copy)	The client will provide	
5. Accomplished CHED-IAS Form No. 15 (1 Original Copy and 1 Photocopy)	The client will provide	
6. Approved Pursue Letter (1 Original Copy and 1 Photocopy)	The client will provide	
7. Notice of Acceptance (1 Original Copy and 1 Photocopy)	The client will provide	
8. Certificate of Availability of Funds signed by the Budget Officer and Finance Director (1 Photocopy)	The client will provide	
9. Breakdown of Expenses (specify expenses per participant and sources of funding) (1 Photocopy)	The client will provide	
10. Approved Completed Staff Work (CSW) (1 Photocopy)	The client will provide	
11. BOR Approval (1 Certified True Copy)	Office of the University Board Secretary	
B. FOR STUDENT MOBILITY:		
1. Notarized Parental Consent with Parent’s ID (1 Original Copy or 1 Photocopy)	The client will provide	
2. Notice of Acceptance/Invitation (1 Original Copy or 1 Photocopy)		
3. Updated Certificate of Registration (COR) signed by the Registrar (1 Original Copy or 1 Photocopy)	The client will provide	
4. Student Identification Card with 3 (three) wet signature (1 original and 1 photocopy)	The client will provide	
5. Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (1 Original Copy or 1 Photocopy)	Student Organization Unit	
6. Certificate of Accompaniment		



(1 Original Copy or 1 Photocopy)		The client will provide		
7. Travel order for Accompanying Faculty (1 Original Copy or 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements to the Office of International Affairs and Linkages - Villa Lucinda Campus. For Student Mobility: Submit requirements for student mobility in Office of International Affairs and Linkages.	1.1 Receives, reviews, and evaluates the submitted requirements. <i>Note: If submitted requirements are incomplete, return them to the client and inform them about the lacking.</i>	None	For Employee Mobility: 5 minutes For Student Mobility: 2 Working Days	<i>Staff</i> Office of International Affairs and Linkages
	1.2 Prepares all the documents and forms to be submitted to CHED International Affairs and Services. Then, instructs the client to proceed to TSU-Medical Unit for their Medical Clearance.	None	10 minutes	<i>Protocol Officer</i> Office of International Affairs and Linkages <i>Staff</i> Office of International Affairs and Linkages
2. Undergo a Medical Exam for the medical clearance issued by the TSU-Medical Unit.	2. Assesses the client and issues medical clearance/ certificate.	None	2 working days	<i>Staff</i> Medical Services Unit
3. Apply for Authority to Travel to waive travel tax in Office of International Affairs and Linkages.	3.1 Furnishes the Office of Human Resource Development and Management & Office of the Vice President for Academic Affairs copies of travel requirements.	None	2 working days	<i>Staff</i> Office of International Affairs and Linkages
	3.2 Prepares necessary travel arrangements such as booking of flights (inclusive of food and baggage),	None	2 working days	<i>Staff</i> Office of International Affairs and Linkages



	airline/travel insurance, & Travel Order for Departure and Arrival.			
	3.3 Informs the International Higher Education Institution partner regarding the arrival logistics of the faculty/student/staff.	None	10 minutes	<i>Staff</i> Office of International Affairs and Linkages
4. Attend the pre-departure orientation.	4. Conducts a pre-departure orientation to the faculty / student / staff.	None	45 minutes	<i>Staff</i> Office of International Affairs and Linkages
TOTAL FOR EMPLOYEE MOBILITY:		None	6 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR STUDENT MOBILITY:		None	8 Working Days, 1 Hour & 5 Minutes	



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS



Career Education and Job Placement Services

External Services



1. Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow

The service allows companies/ agencies/ institutions to participate or conduct activities such as Career Fair, Campus Recruitment Activity, Career Development Sessions Webinar/ Seminar/ Training/ Workshop and Career Roadshow.

Note: *Company/agency/institutions who are not yet accredited must comply first the accreditation procedure.*

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCR_CR_CF_Registration Form TSU-CJS-SF-10 (For Company Roadshow, and For Career Fair Form) (1 Original Copy / Scanned Copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Letter for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university. <i>Note: If incomplete requirements, inform company to complete the requirements.</i>	None	10 minutes	Section Head & Career Specialist Staff Career Education and Job Placement Services
	1.2 Endorses the request of the company. The President endorses the company's request to the Student Affairs Office and will be	None	1 working day	President Office of the University President Vice President Office of the Vice President for Academic Affairs



	forwarded to the CEJPS Unit. <i>Note: A regret letter will be issued if the company failed to comply with the requirements.</i>			<i>OIC-Director</i> Office of Student Affairs and Services
	1.3 Prepares a letter of request for approval to conduct the activity of the concerned authorities. <i>Note: If approved, the office checks & requests proposed budget from the PPMP, reserve venues/zoom account, prepares programs, disseminates information, and prepares other necessary request such as request to serve meals, OBR and DV for resource speakers if applicable.</i>	None	1 working day	<i>Section Head/</i> <i>Career Specialist Staff</i> Career Education and Job Placement Services
	1.4 Executes the planned activity as scheduled.	None	1 calendar day	<i>Section Head/</i> <i>Career Specialist Staff,</i> Participating Entities
TOTAL:		None	3 Days & 10 Minutes	



2. Process of Request for Company Accreditation

It refers to the process of accrediting company to avail the services offered by the office such as Campus Recruitment Activity, Career Fair, Campus Roadshow, Career Development Webinar/Seminar/Training/Workshop/Series, Graduate Listing, and Job Posting on the official Facebook Page of office.

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company Accreditation Request Form <i>TSU-CJS-SF-01</i> (1 Original copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Company Accreditation Terms of Reference (1 Original Copy / Scanned Copy)				
3. Job Posting / Graduate Listing / Resume Request form <i>TSU-CJS-SF-03</i> (1 Original Copy / Scanned Copy)				
4. CCR_CR_CF_Registration Form <i>TSU-CJS-SF-10</i> (For Company Roadshow, and For Career Fair Form) (1 Original Copy / Scanned Copy)				
5. Letter of Intent for Industry- Academe Partnership (1 Original Copy / Scanned Copy)		The client will provide		
6. BIR Certificate of Registration (BIR Form 2303) (1 Original Copy / Scanned Copy)				
7. Company SEC / DTI Registration Form (1 Original Copy / Scanned Copy)				
8. PhilJobNet Registration Certificate (1 Original Copy / Scanned Copy)				
9. Company / Institution Profile (2 Original Receiving Copies, for OUP and CEJPS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university. <i>Note: If incomplete requirements, inform the company to complete the requirements.</i>	None	10 minutes	<i>Career Specialist Staff & Section Head Career Education and Job Placement Services</i>
	1.2 Endorses the request of the company, to the Office of University President	None	2 working days	<i>President Office of the University President Vice President Office of the Vice President for Academic Affairs</i>
2. Client will receive Company Accreditation Number and certificate	2. Issues Company Accreditation Number and certificate valid for two (2) years from the date of issue via email and/or office drop-by. <i>Note: Issues Regret Letter if the company failed to comply with the needed requirements for company accreditation.</i>	None	10 minutes	<i>Section Head / Career Specialist Staff Career Education and Job Placement Services OIC-Director Office of Student Affairs and Services</i>
TOTAL:		None	2 Working Days & 20 Minutes	



3. Process of Request for Job Posting and Graduate Listing

The service allows companies/agencies institutions to request to post their job vacancies to the official Facebook Page of Career Education and Job Placement Services and/or request graduates listing which corresponding courses/degree that will fill their vacancies.

Note: Company/ agency/ institutions who are not yet accredited must comply first the accreditation procedure

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Posting/Graduate Listing/ Resume Request form <i>TSU-CJS-SF-03</i> (1 Original Copy / Scanned Copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Letter of Request for Job Posting and Graduate Listing (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the other requirements.	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university. <i>Note: A regret letter will be issued if the company failed to comply with the requirements.</i>	None	10 minutes	<i>Section Head / Career Specialist Staff</i> Career Education and Job Placement Services
	1.2 Endorses the request of the company to Career Education and Job Placement Services Unit.	None	1 working day	<i>President</i> <i>Office of the University President</i> <i>Vice President</i> <i>Office of the Vice President for Academic Affairs</i> <i>OIC-Director</i> <i>Office of Student Affairs and Services</i>



	1.3 Facilitates the request of the company and sends it via email.	None	10 minutes	Career Specialist Staff Career Education and Job Placement Services
TOTAL:		None	1 Working Day & 20 Minutes	



Guidance and Counseling Unit

External Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character online.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	2 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to the any Guidance and Counseling Unit and present the proof of appointment and necessary requirements.	2.1 Checks the requirements and provides payment slip.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Instruct the client to proceed to the accounting office for assessment.	None	1 minute	



3. Proceed to the Accounting Unit for assessment	3.1 Assesses the payment of the client.	None	2 minutes	<i>Staff Accounting Unit</i>
	3.2 Issues the payment slip to the client	None	1 minute	
4. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	4. Receives, Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	7 minutes	<i>Staff Cashiering Unit</i>
5. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	5. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
6. Receives the Certificate of Good Moral Character.	6. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	2 Working Days & 23 Minutes	



2. Processing of Request for Certificate of Good Moral Character for Walk-in clients.

This service allows walk-in clients (currently enrolled students and alumni) to request a certificate of good moral character.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original copy)		Office of Admission and Registration		
2. Payment Slip TSU-GAC-SF-28 (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any Guidance and Counseling Unit and present the needed requirements.	1. Receives, Checks the requirements and provide payment slip (TSU-GAC-SF-28) to the client.	None	3 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	2. Receives the payment slip, Processes the payment for Certificate of Good Moral Character and releases the Official Receipt	Php 20.00	7 minutes	Staff Cashiering Unit
3. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	3. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit



4. Receives the requested Certificate of Good Moral Character and fill out the logbook.	4. Instructs the client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
TOTAL:		PHP 20.00	20 Minutes	



Guidance and Counseling Unit

Internal Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character online.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	2 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to any Guidance and Counseling Office and present proof of appointment and necessary requirements.	2.1 Checks the requirements and provides payment slip.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Instruct the client to proceed to the accounting office for assessment.	None	1 minute	
3. Proceed to the Accounting Unit for assessment	3.1 Assesses the payment of the client.	None	2 minutes	Staff Accounting Unit



	3.2 Issues the payment slip to the client	None	1 minute	
4. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	4. Receives, Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	7 minutes	<i>Staff</i> Cashiering Unit
5. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	5. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor</i> Guidance and Counseling Unit
6. Receives the Certificate of Good Moral Character.	6. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor</i> Guidance and Counseling Unit
TOTAL:		PHP 20.00	2 Working Days & 23 Minutes	



2. Processing of Request for Certificate of Good Moral Character for Walk-in clients.

This service allows walk-in clients (currently enrolled students and alumni) to request a certificate of good moral character.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original copy)		Office of Admission and Registration		
2. Payment Slip <i>TSU-GAC-SF-28</i> (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any Guidance and Counseling Unit and present the needed requirements.	1. Receives, Checks the requirements and provide payment slip (<i>TSU-GAC-SF-28</i>) to the client.	None	3 minutes	<i>Associate Guidance Counselor/ Guidance Counselor</i> Guidance and Counseling Unit
2. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	2. Receives the payment slip, Processes the payment for Certificate of Good Moral Character and releases the Official Receipt	Php 20.00	7 minutes	<i>Staff</i> Cashiering Unit
3. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	3. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor/ Guidance Counselor</i> Guidance and Counseling Unit



4. Receives the requested Certificate of Good Moral Character and fill out the logbook.	4. Instructs the client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
TOTAL:		PHP 20.00	20 Minutes	



International, Differently-Abled, Indigenous, Marginalized Student Services

Internal Services



1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students (Walk-In)

The service allows students to be recognized as members of the IDIMSS and become one of the Unit's Program Recipients.

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Enrolled TSU Students Who Belong to the IDIMSS Group	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR INDIGENOUS PEOPLE		
1. Certificate of Tribe Membership (1 Photocopy)	The client will provide	
2. Accomplished Indigenous and Marginalized Student Services Students Application Form <i>TSU-IDI-SF-05</i> (Original Copy)	Indigenous and Marginalized Student Services Office	
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)		
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide	
B. SOLO PARENT		
1. Solo Parent ID (1 Photocopy)	The client will provide	
2. Accomplished Indigenous and Marginalized Student Services Students Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office	
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)		
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide	
C. FOR PERSON WITH DISABILITY		
1. PWD I.D. (1 Photocopy)	The client will provide	
2. Accomplished Indigenous and Marginalized Student Services Students Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office	
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)		
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide	
D. FOR INTERNALITIONAL STUDENTS		
1. Student Visa (1 Photocopy)	The client will provide	



2. Accomplished Indigenous and Marginalized Student Services Students Application Form TSU-IDI-SF-05 (1 Original Copy)		Indigenous and Marginalized Student Services Office		
3. Accomplished Marginalized Student Personal Data Sheet TSU-IDI-SF-04 (1 Original Copy)				
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the International, Differently-Abled, Indigenous and Marginalized Student Services office all pertinent documents	1. Receives the submitted applications and evaluates all the submitted requirements	None	10 minutes	Clerk International, Differently-Abled, Indigenous and Marginalized Student Services
2. Receives notification on the details of the issuance of identification card	2. Notifies applicants on the evaluation result of their application and the schedule of claiming Identification Cards for approved membership. <i>Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion.</i>	None	5 minutes	Clerk International, Differently-Abled, Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	Clerk International, Differently-Abled, Indigenous and Marginalized Student Services



TOTAL:	None	8 Working Days & 15 Minutes	



2. Processing of Request for Consultation and Assistance (Walk-In)

The service provides IDIMSS student opportunity to request assistance and raise their concerns regarding activities, events, finance, and other academic circumstances.

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All IDIMSS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. International, Differently-Abled, Indigenous and Marginalized Student Services Identification Card (1 Original Copy)		The client will provide		
2. Accomplished Student Consultation and Assistance Log TSU-IDI-SF-06 (1 Original Copy)		International, Differently-Abled, Indigenous and Marginalized Student Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the International, Differently-Abled, Indigenous and Marginalized Student Services Identification Card for verification and fill out the IDIMSS Consultation and Assistance Logbook and Student Consultation and Assistance Log TSU-IDI-SF-06.	1. Verify the presented IDIMSS Identification Card, then provide the International, Differently Abled, Indigenous, and Marginalized Student Services Consultation and Assistance Logbook and issue Student Consultation and Assistance Log TSU-IDI-SF-06.	None	3 minutes	Clerk International, Differently-Abled, Indigenous and Marginalized Student Services
2. Return the filled-out logbook and submit the Accomplished Student Consultation and Assistance Log to the International, Differently-Abled, Indigenous and Marginalized	2. Receives the returned logbook and submitted applications and evaluates all the submitted requirements.	None	3 minutes	Clerk International, Differently-Abled, Indigenous and Marginalized Student Services



Student Services office.				
3. Receives notification on the details of the scheduled consultation session	3. Notifies the student on the evaluation result of their consultation request and schedule of their consultation session	None	5 minutes	<i>Clerk</i> International, Differently-abled, Indigenous and Marginalized Student Services
TOTAL:		None	11 Minutes	



**Office of Library Management and Services –
Hon. Jose V. Yap Library
External Services**



1. Requesting Access to the Library by Visiting Researcher/s

This service allows external clients to be accepted and have access to the available learning resources in the library.

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original copy)		The client will provide		
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher’s Fee (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library.	1. Verifies the presented referral letter.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Visitor’s from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher’s Fee and secure the Official Receipt. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	Receives the payment and issues the Official Receipt.	PHP 50.00 per head	5 minutes	<i>Staff-in-Charge</i> Cashiering Unit



2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i> . For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	2. Performs reference procedures to identify needed information sources.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. <i>Note: if answer/s to the query/ies cannot be found, inform the client.</i>	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	15 Minutes	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		PHP 50.00 per Head	20 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



**Office of Library Management and Services –
Hon. Jose V. Yap Library
Internal Services**



1. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	Head or Staff Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	Head or Staff Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source.	None	3 minutes	Head or Staff Office of Library Management and Services



	<i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>			
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and sources of information for reference purposes.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	49 Minutes	

Note: The total turnaround time considers the nature of query, queue of requests, power availability, and internet connectivity.



2. Process of Renewing Borrowed Library Resources

The service allows library clients to renew borrowed books three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For in-person renewal				
1. Book(s) for renewal		The client will provide		
For online renewal				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For In- person Renewal at the Circulation Counter: Present library resource and request for renewal.	1. For Renewal at the Circulation Counter: Receives book and scans the book in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system. <i>Note: If the book is on demand or requested by other client, Library staff will inform client to return the book.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name: Student Number:				



2. For In- person Renewal at the Circulation Counter: Fill out the Book Card with the needed information and submit it to the staff.	2. Receives the filled-out Book Card and performs the renewal process in the library system.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s. For Online Renewal Requests: Be informed of the new renewal date,	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	9 Minutes	
TOTAL FOR ONLINE RENEWAL REQUESTS:		None	6 Minutes	



3. Process of Returning Library Resources

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 If overdue: Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	<i>Head and Staff</i> Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Activates the RFID tag of the information material/s in the YourLib Staff Station system.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Returns the book to the shelf.	None	2 minutes	<i>Staff</i> Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	10 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	1 Working Day & 10 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for online book reservation through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.3 Deactivates the RFID tag of information	None	1 minute	Head and Staff



	material/s in the YourLib Staff Station system.			Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i>	3. Releases the library resource/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



5. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. Accomplished Library Referral Letter Request Form <i>TSU-LMS-SF-02</i> (1 Original)		Office of Library Management and Services or download at SF-02-Library-Referral-Letter-Request-Form-2024.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	Head or Staff Office of Library Management and Services
	1.2 Conducts Interview before issuing the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	1 minute	Head or Staff Office of Library Management and Services
2. Fills out the Referral Letter Request Form	2. Encodes information into the Referral Letter template, and print.	None	35 minutes	Head or Staff Office of Library Management and Services
3. Proceed to the College Dean’s office to secure signature.	3. Affixes signature on the Referral Letter Request Form.	None	1 working day	Dean College
4. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	4. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	Head or Staff Office of Library Management and Services
5. Receive the referral letter and log on the Referral	5. Issues the Referral Letter to the client.	None	1 minute	Head or Staff Office of Library Management and Services



Issuance Log TSU-LMS-SF- 11.				
TOTAL:		None	1 Working Day & 50 Minutes	

Note: The total turnaround time considers the volume of clients, queues, and availability of signatory.



6. Processing of Request to Borrow Library Resources

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Deactivates the RFID tag by scanning the borrowed information material/s.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



7. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
In case of unvalidated/ and unissued ID:				
1. Certificate of Registration (COR) (1 Original and/ or electronic copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID. If presented ID is unvalidated present Certificate of Registration (COR).	None	1 minute	Head or Staff Office of Library Management and Services
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	1 minute	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	1 minute	Head or Staff Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	1 minute	Head or Staff Office of Library Management and Services
TOTAL:		None	4 Minutes	



8. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – Hon. Jose V. Yap Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services



b. Send an email to the official TSU library email address (library@tsu.edu.ph). <i>Note: A scanned copy of Certificate of Registration (for TSU students) or Valid TSU ID (for TSU employees) must be attached on the message or email for validation purposes.</i>				
TOTAL:		None	1 Working Day & 3 Minutes	

Note: The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



Office of Student Affairs and Service

External Services



1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer

The service allows students and alumni board placer to be given monetary incentives.

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same Resolution No. 62, s. 2015 (1 Duplicate Copy)		The client will provide		
2. Invitation Letter/ Endorsement Letter (1 Original Copy)				
3. Certificate or Certifications Supporting Claims (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	3 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.2 Verifies / assets submitted documents.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	Staff-in-Charge Office of Student Affairs and Services
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit
TOTAL:		None	1 Working Day, 1 Hour & 8 Minutes	



Office of Student Affairs and Services

Internal Services



1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer

The service allows students and alumni board placer to be given monetary incentives.

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same Resolution No. 62, s. 2015 (1 Duplicate Copy)		The client will provide		
2. Invitation Letter/ Endorsement Letter (1 Original Copy)				
3. Certificate or Certifications Supporting Claims (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Receives, verifies. submitted document/s.	None	3 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.2 Verifies / assesses. submitted documents.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	Staff-in-Charge Office of Student Affairs and Services
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit
TOTAL:		None	1 Working Day, 1 Hour & 8 Minutes	



2. Processing of Student or Personnel Insurance Claims

The service allows students or personnel to file for insurance claims.

Office or Division:	Office of Student Affairs and Services (OSAS)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies	
Who may avail:	TSU Students and Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR HOSPITALIZATION & ACCIDENT CLAIM		
1. Hospital Statement of Account (1 Original Copy)	The client will provide	
2. Itemized Charge Slip Expenses (1 Original Copy)		
3. Original Official Receipt/s and Prescription of Medicine/s (1 Original Copy)		
4. Detailed Accident/Incident Report (1 Original Copy)		
5. Medical/Hospital Certificate Including the Following Test Results: a. X-Ray Result b. CT Scan Result c. Ultrasound and d. Other Related Examination (1 Original Copy)		
6. Police Investigation Report (1 Original Copy)		
7. Driver's License and LTO OR (1 Certified True Copy)		
8. Accomplished Notice of Incident: Hospitalization Accident (1 Original Copy)	Office Of Student Affairs and Service Director's Office	
9. Accomplished Claim Form (1 Original Copy)		
B. FOR DEATH CLAIM		
1. Philippine Statistics Authority (PSA) Birth Certificate (1 Certified True Copy)	The client will provide	
2. Duly Authenticated Death Certificate by the Civil Registrar's Office with Registry No. and Burial Permit No. (1 Original Copy)		
3. If Single , Marriage Contract of Parents (1 Certified True Copy)		
4. If Married , Marriage Contract (1 Certified True Copy)		
5. Funeral Expenses Receipt/s (1 Original Copy)		
6. Statement of Witness (1 Original Copy)		



7. Accomplished Notice of Incident: Death (1 Original Copy)		Office Of Student Affairs and Service Director's Office		
8. Accomplished Claim Form (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports or informs the Office of Student Affairs and Service about the incident.	1. Interviews the client/s.	None	1 hour	Staff-in-Charge Office of Student Affairs and Services
2. Submits the required documents.	2.1 Receives & evaluates the submitted documents.	None	10 minutes	Staff-in-Charge Office of Student Affairs and Services
	2.2 Notifies the insurance.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services
	2.3 Assesses, reviews and evaluates the necessary documents.	None	30 calendar days	Staff-in-Charge Insurance Provider
	2.4 Notifies the office if the claim is approved or not.	None	30 calendar days upon notification	Staff-in-Charge Insurance Provider
3. Receive a notification from Office of Student Affairs and Service.	3. Notifies the client about the claims.	None	1 working day	Staff-in-Charge & Director Office of Student Affairs and Services
4. Receive the insurance claims for approved claims.	4. Releases the insurance claim, if only approved.	None	1 hour	Staff-in-Charge Office of Student Affairs and Services
TOTAL:		None	61 Days, 2 Hours & 15 Minutes	



Office of TSU National Service Training Program

External Services



1. Processing of Request for National Services Training Program Serial Number

This service allows the National Services Training Program graduates to obtain their NSTP serial number.

Office or Division:	Office of TSU National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU NSTP Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from Registrar (If Enrolled) (1 Original Copy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
FOR ALUMNI:				
1. Transcript of Records (1 Photocopy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If Enrolled: Submit a letter from the current school registrar requesting for a serial number and fill out National Services Training Program request form. For Alumni: Submit the transcript of records and fill out National Services Training Program request form.	1.1 Receives and examines the form and verify its veracity vis-a-vis submitted documents	None	1 hour & 15 minutes	Clerk National Services Training Program Office
	1.2 If verified true and correct, the Director signs the form. If unverified, the agency will not release serial number to the client.	None	1 hour & 30 minutes	Clerk, Director National Services Training Program Office
2. Receive the document requested.	2. Seals the document and release to the client.	None	15 minutes	Clerk National Services Training Program Office
TOTAL:		None	3 Hours	



Office of TSU National Service Training Program

Internal Services



1. Processing of Request for National Services Training Program Serial Number

This service allows the National Services Training Program graduates to obtain their NSTP serial number.

Office or Division:	Office of TSU National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU NSTP Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from Registrar (If Enrolled) (1 Original Copy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
FOR ALUMNI:				
1. Transcript of Records (1 Photocopy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If Enrolled: Submit a letter from the current school registrar requesting for a serial number and fill out National Services Training Program request form. For Alumni: Submit the transcript of records and fill out National Services Training Program request form.	1.1 Receives and examines the form and verify its veracity vis-a-vis submitted documents	None	1 hour & 15 minutes	Clerk National Services Training Program Office
	1.2 If verified true and correct, the Director signs the form. If unverified, the agency will not release serial number to the client.	None	1 hour & 30 minutes	Clerk, Director National Services Training Program Office
2. Receive the document requested.	2. Seals the document and release to the client.	None	15 minutes	Clerk National Services Training Program Office
TOTAL:		None	3 Hours	



Research, Accreditation and Records Unit

External Services



1. Processing of Document Request Service (Online and Walk-In)

The service allows employees, accrediting bodies, and other interested parties to request and have copies of Office of Student Affairs and Services’ (OSAS) documents and records to comply with accreditation recommendations and requirements.

Office or Division:	Research, Accreditation and Records Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	TSU Employees, Accrediting Bodies and Other Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form DRF <i>TSU-RAR-SF-01</i> (1 Original Copy)		Research, Accreditation and Records Unit or download at TSU website: https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-in Transaction: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit. For Online Transaction: Send an electronic copy of the Document Request Form via e-mail thru sas_rar@tsu.edu.ph	1.1 For Walk-In: Receives the printed copy of the submitted document and records the document in the Incoming Documents Monitoring Logbook. For Online: Receives and downloads the Document Request Form and acknowledges the receipt of email. Then prints the Document Request Form as proof of service transaction.	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit
	1.2 For Walk-In and Online: Assesses the list of the requested records to determine their availability.	None	2 hours	<i>Assistant Director</i> Research, Accreditation and Records Unit



	Note: <i>If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.</i>		3 hours	<i>Data Privacy Officer</i> Data Privacy Unit
	1.3 For Walk-In and Online: Prepares the available documents listed on the approved Document Requested Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	5 working days	<i>Technical Staff</i> Research, Accreditation and Records Unit
2. For Walk-In: Receive the requested documents and affix his or her signature in the Document Monitoring Logbook. For Online: Receive the requested documents via email.	2. For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook. For Online: Sends scanned copies through e-mail.	None	15 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit
TOTAL FOR ORDINARY DOCUMENTS:		None	5 Working Days, 2 Hours, and 18 minutes	
TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:		None	5 Working Days, 5 Hours & 18 Minutes	

Note: The total turnaround time includes the processing time for request/s in volume.



Research, Accreditation and Records Unit

Internal Services



1. Processing of Document Request Service (Online and Walk-In)

The service allows employees, accrediting bodies, and other interested parties to request and have copies of Office of Student Affairs and Services’ (OSAS) documents and records to comply with accreditation recommendations and requirements.

Office or Division:	Research, Accreditation and Records Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	TSU Employees, Accrediting Bodies and Other Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form DRF TSU-RAR-SF-01 (1 Original Copy)		Research, Accreditation and Records Unit or download at TSU website: https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-in Transaction: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit. For Online Transaction: Send an electronic copy of the Document Request Form via e-mail thru sas_rar@tsu.edu.ph	1.1 For Walk-In: Receives the printed copy of the submitted document and records the document in the Incoming Documents Monitoring Logbook.	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit
	1.2 For Walk-In and Online: Assesses the list of the requested records to determine their availability.	None	2 hours	<i>Assistant Director</i> Research, Accreditation and Records Unit



	Note: <i>If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.</i>		3 hours	<i>Data Privacy Officer Data Privacy Unit</i>
	1.3 For Walk-In and Online: Prepares the available documents listed on the approved Document Requested Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	5 working days	<i>Technical Staff Research, Accreditation and Records Unit</i>
2. For Walk-In: Receive the requested documents and affix his or her signature in the Document Monitoring Logbook. For Online: Receive the requested documents via email.	2. For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook. For Online: Sends scanned copies through e-mail.	None	15 minutes	<i>Technical Staff Research, Accreditation and Records Unit</i>
TOTAL FOR ORDINARY DOCUMENTS:		None	5 Working Days, 2 Hours, and 18 minutes	
TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:		None	5 Working Days, 5 Hours & 18 Minutes	

Note: The total turnaround time includes the processing time for request/s in volume.



Scholarship and Financial Assistance Unit

Internal Services



1. Issuance of Certificate of Scholarship or Certificate of Non-Scholarship

This service allows students to secure Certificate of Scholarship or Certificate of Non-Scholarship.

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 Original Copy)		The client will provide		
2. TSU ID (1 photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Fill out request Form for Certificate of Scholarship/ Non-Scholarship For Online: Log in to the Student Portal and send an e-mail to request Certificate of Scholarship / Non-Scholarship to scholarship@tsu.edu.ph .	1.1 For Walk-In: Receives accomplished Request Form for Certificate of Scholarship/Non-Scholarship For Online: Log in to Scholarship Portals	None	1 minute	Staff Scholarship and Financial Assistance Unit
	1.2. Verifies the scholarship of the student through Prisms (TSU Enrolment System)		1 minute	
	1.3 Prepares the requested Certificate of scholarship / non-scholarship to be signed by the Head of SFAU.		3 minutes	
	1.4 Signs the requested Certificate of scholarship/non-scholarship	None	1 minute	Unit Head Scholarship and Financial Assistance Unit



2. Receive the Certificate.	2. Releases and logs the transaction in the TSU-SFA-SF-29 (Request of Certification of No Scholarship / Certificate of Scholarship Logbook).	None	3 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit
TOTAL:		None	9 Minutes	



2. Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)

This service allows deserving students to avail themselves of financial assistance given by providers/grantors.

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form TSU-SFA-SF-01 (1 Original Copy)		Scholarship and Financial Assistance Unit Office		
2. For New Applicant- Certificate of Registration (COR) (1 Original Copy)		The client will provide		
3. Report of Grades (ROG) (1 Original Copy) For New Applicant- Form 137/ Form 138 (1 Photocopy)				
4. TSU ID (1 Photocopy)				
5. Certification of Barangay Indigency (1 Original Copy)				
6. For Person with Disability (PWD) PWD ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	None	5 minutes	Staff Scholarship and Financial Assistance Unit



2. For Walk-In: Submit the accomplished forms along with the other needed requirements.	2.1 For Walk-In: Receives the submitted requirements and conducts screening interview. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	5 minutes	Staff Scholarship and Financial Assistance Unit
	2.2 Evaluates the completeness of the submitted form and requirements. <i>Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.</i>	None	3 minutes	Staff Scholarship and Financial Assistance Unit
	2.3 Forwards the evaluated list of applications to the provider/ grantor. <i>Note: Forwarding of evaluated list of CHED TDP-TES grantees is based on the schedule set by CHEDRO III through CHED Memo.</i>	None	3 working days	Head/Staff Scholarship and Financial Assistance Unit
	2.4 Once approved, tags scholarships of deserving students.	None	3 minutes	Head/Staff Scholarship and Financial Assistance Unit



3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval through electronic mail (registered e-mail or MS Teams of the students).	None	3 minutes	Head/Staff Scholarship and Financial Assistance Unit
TOTAL FOR WALK-IN:		None	3 Working Days & 19 Minutes	

Note: The timeliness of the approval of the application depends on the providers. The unit facilitates acceptance, initial screening, and notification of approved applications only.



Student Development Services Unit

Internal Services



1. Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Card

This process allows students to request for re-issuance of New Radio-Frequency Identification (RFID).

Office or Division:	Student Development Services Unit (SDSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Affidavit of Loss ID (1 Original Copy and 1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of Affidavit of Loss at the Student Development Services Unit.	1. Receives and checks the submitted copy of Affidavit of Loss.	None	2 minutes	Staff Student Development Services Unit
2. Receive the Request of RFID Form with Affidavit of Loss ID and proceed to the next processing office.	2.1 Issues the Request of RFID Form with the submitted Affidavit of Loss ID.	None	1 minute	Staff Student Development Services Unit
	2.2 Informs the client to proceed to the Office of Business Affairs and Auxiliary Services for the assessment of the fees to be paid.	None	2 minutes	Staff Student Development Services Unit
3. Proceed to the Office of Business Affairs and Auxiliary Services and present the Request of RFID Form and Affidavit of Loss ID.	3.1 Checks and verifies submitted requirements.	None	2 minutes	Clerk Digital Studio – Office of Business Affairs and Auxiliary Services
	3.2 Issues Assessment Form for the fees to settle.	None	3 minutes	
4. Proceed to the Cashiering Unit and pay the required fee.	4. Processes the payment and issues Official Receipt.	PHP 260.00	10 minutes	Staff Cashiering Unit



5. Proceed to Office of Business Affairs and Auxiliary Services and present Official Receipt with other pertinent documents.	5. Processes the payment and issues Official Receipt.	None	5 minutes	Clerk Digital Studio – Office Business Affairs and Auxiliary Services
6. Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	6. Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	Clerk Office Digital Studio – Business Affairs and Auxiliary Services
7. Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	7. Releases the new Radio Frequency Identification (RFID).	None	10 minutes	Clerk Digital Studio – Office Business Affairs and Auxiliary Services
TOTAL:		PHP 260.00	1 Hour & 5 Minutes	

Note: This is a multi-stage process. The Student Development Services Unit is only responsible for the issuance of Request of RFID Form once the Affidavit of Loss was submitted. The Cashiering Unit is responsible for receiving the payment and issuance of official receipt. While the Office of Business Affairs and Auxiliary Services is responsible for processing and issuance of new RFID



Student Discipline Unit

External Services



1. Filing of Complaints and Investigation (Defendant Admitting the Allegation)

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant admits the allegations.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	2 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2. Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
TOTAL:		None	15 Working Days & 3 Minutes	

Note: Investigation and decision of the case as much as practicable shall not exceed 30 working days (base from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 44 and 45.)

- * Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.*
- * Student Discipline Unit can conduct preliminary interview to defendant on or before filling his or her answer.*
- * Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU.*



2. Filing of Complaints and Investigation (Defendant Denies the Allegations)

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant denies the allegations.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Unit) to trace the whereabouts of the respondent.	None	2 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
2. Attend the scheduled hearing at the	2.1 Schedules a hearing/ formal investigation for	None	3 working days	<i>Unit Head</i> Student Discipline Unit



TSU Student Center, Lucinda Extension Campus, Tarlac City.	both parties. Notifies both parties; minutes of the hearing must be filed/recorded.			Technical Staff Student Discipline Unit
	2.2 If defendant denies the allegations and Student Discipline Unit, however, finds probable guilt, the discipline committee will convene.	None	10 working days	Unit Head Student Discipline Unit
	2.3 Investigation will be conducted by the committee.			Technical Staff Student Discipline Unit
	2.4 Decision will be rendered.			President Supreme Student Council
			5 working days from the last meeting of discipline committee	Director Office of Student Affairs and Service
				Vice President, Office of the Vice President for Academic Affairs
3. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	3. If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties regarding the resolution of the case will be served.	None	5 working days upon receipt of the notification	Unit Head Student Discipline Unit
				Technical Staff Student Discipline Unit
				President Supreme Student Council
				Director Office of Student Affairs and Service
				Vice President, Office of the Vice President for Academic Affairs



TOTAL:	None	28 Working Days & 3 Minutes	

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (based from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 44 and 45. See attached file)



3. Filing of Complaints and Investigation Against TSU Employee

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Employee.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City) Note: Use only the forms provided by Student Discipline Unit. Include any documented evidence if there is any*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) *	None	1 hours & 30 minutes	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
2. Wait for the notice coming from the Student Discipline Unit regarding the progress of the case or for the	2. Student Discipline Unit will forward the complaint to Office of The Vice President for Academic	None	5 working days	Vice President Office of The Vice President for Academic Affairs or



schedule of hearing to be given by the Grievance Board	Affairs if the defendant is faculty or to Office of The Vice President for Administration and Finance if the defendant is a university personnel. The investigation will be then handled by the Grievance Board			Vice President Office of The Vice President for Administration
TOTAL:		None	5 Working Days, 1 Hour, & 30 Minutes	

Note: Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.



4. Procedure for Appeal

This service allows clients file an appeal to the decision of the disciplinary case.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal (1 Original or Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form to be submitted at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	1. Forwards the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	Technical Staff Student Discipline Unit
	1.1 Student Discipline Unit's decision is appealable to the Director of Office of Student Affairs and Service within 10 days from notice.			Technical Staff Student Discipline Unit
	1.2 Office of Student Affairs and Service's decision is appealable to the Office of The Vice President for Academic Affairs within 10 days from notice.			Technical Staff Office of Student Affairs and Services
	1.3 Office of The Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			Staff Office of the Vice President for Academic Affairs



	1.4 President's decision is appealable to the Tarlac State University-Board of Regents within 10 days from notice.			Staff Office of the University President
TOTAL:		None	10 Working Days	



5. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni

The service allows the students and alumni of Bachelor of Arts in Psychology of the university to request the Certificate of Good Moral Character for Board Examination Purposes.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Record with Remarks "For Board Examination Purposes" (1 Photocopy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Unit in the Main Campus and present the Transcript of Records to secure payment slip.	1. Validates Transcript of Records presented and issues payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit to settle the needed fee and secure Official Receipt.	2. Processes the payment and issues Official Receipt.	PHP 20.00	15 minutes	Staff Cashiering Unit
3. Proceed to the Student Discipline Office and present the Transcript of Records and Official Receipt from the Cashiering Unit.	3. Receives submitted documents.	None	2 minutes	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
4. Receive the Certificate of Good Moral and fill out Request for Certificate of Good Moral Character Logbook.	4. Releases Certificate of Good Moral Character and instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit



TOTAL:	PHP 20.00	21 Minutes	

Note: This is a multi-stage process. The Student Discipline Unit is only responsible for the receiving of documents and releasing of Certificate of Good Moral. On the other hand, the Guidance and Counseling Unit is only responsible for the issuance of payment slip for payment processing.



Student Discipline Unit

Internal Services



1. Filing of Complaints and Investigation (Defendant Admitting the Allegation)

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant admits the allegations.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Unit) to trace the whereabouts of the respondent.	None	2 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2. Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
TOTAL:		None	15 Working Days & 3 Minutes	

Note: Investigation and decision of the case as much as practicable shall not exceed 30 working days (base from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 44 and 45.)

- * Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.*
- * Student Discipline Unit can conduct preliminary interview to defendant on or before filling his or her answer.*
- * Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU.*



2. Filing of Complaints and Investigation (Defendant Denies the Allegations)

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant denies the allegations.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Unit) to trace the whereabouts of the respondent.	None	2 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	2.2 If defendant denies the allegations and Student Discipline Unit, however, finds probable guilt, the discipline committee will convene.	None	10 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit <i>President</i> Supreme Student Council
	2.3 Investigation will be conducted by the committee.			<i>Director</i> Office of Student Affairs and Service
	2.4 Decision will be rendered.		5 working days from the last meeting of discipline committee	<i>Vice President,</i> Office of the Vice President for Academic Affairs
3. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	3. If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties regarding the resolution of the case will be served.	None	5 working days upon receipt of the notification	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit <i>President</i> Supreme Student Council <i>Director</i> Office of Student Affairs and Service <i>Vice President,</i> Office of the Vice President



				for Academic Affairs
TOTAL:		None	28 Working Days & 3 Minutes	

Note: Investigation and decision of the case as much as practicable shall not exceed for 30 working days (based from the Revised Rules on Administrative Case in the Civil Service Rule 9, Section 44 and 45. See attached file)



3. Filing of Complaints and Investigation Against TSU Employee

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Employee.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form TSU-SDU-SF-01 (1 Original Copy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx		
2. Accomplished Letter of Response TSU-SDU-SF-03 (1 Duplicate Copy/ Photocopy)		Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/1mch5vfp/tsu-sdu-sf-03-respond-letter.docx		
3. Documented Evidence/s (2 Photocopies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City) Note: Use only the forms provided by Student Discipline Unit. Include any documented evidence if there is any*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) *	None	1 hours & 30 minutes	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
2. Wait for the notice coming from the Student Discipline Unit regarding the progress of the case or for the	2. Student Discipline Unit will forward the complaint to Office of The Vice President for Academic	None	5 working days	Vice President Office of The Vice President for Academic Affairs or



schedule of hearing to be given by the Grievance Board	Affairs if the defendant is faculty or to Office of The Vice President for Administration and Finance if the defendant is a university personnel. The investigation will be then handled by the Grievance Board			Vice President Office of The Vice President for Administration
TOTAL:		None	5 Working Days, 1 Hour, & 30 Minutes	

Note: Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.



4. Procedure for Appeal

This service allows clients file an appeal to the decision of the disciplinary case.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal (1 Original or Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form to be submitted at the office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	1. Forwards the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	<i>Technical Staff</i> Student Discipline Unit
	1.1 Student Discipline Unit's decision is appealable to the Director of Office of Student Affairs and Service within 10 days from notice.			<i>Technical Staff</i> Student Discipline Unit
	1.2 Office of Student Affairs and Service's decision is appealable to the Office of The Vice President for Academic Affairs within 10 days from notice.			<i>Technical Staff</i> Office of Student Affairs and Services
	1.3 Office of The Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			<i>Staff</i> Office of the Vice President for Academic Affairs



	1.4 President's decision is appealable to the Tarlac State University-Board of Regents within 10 days from notice.			Staff Office of the University President
TOTAL:		None	10 Working Days	



5. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni

The service allows the students and alumni of Bachelor of Arts in Psychology of the university to request the Certificate of Good Moral Character for Board Examination Purposes.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Record with Remarks "For Board Examination Purposes" (1 Photocopy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Unit in the Main Campus and present the Transcript of Records to secure payment slip.	1. Validates Transcript of Records presented and issues payment slip.	None	3 minutes	<i>Associate Guidance Counselor</i> Guidance and Counseling Unit
2. Proceed to the Cashiering Unit to settle the needed fee and secure Official Receipt.	2. Processes the payment and issues Official Receipt.	PHP 20.00	15 minutes	<i>Staff</i> Cashiering Unit
3. Proceed to the Student Discipline Office and present the Transcript of Records and Official Receipt from the Cashiering Unit.	3. Receives submitted documents.	None	2 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
4. Receive the Certificate of Good Moral and fill out Request for Certificate of Good Moral Character Logbook.	4. Releases Certificate of Good Moral Character and instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit



TOTAL:	PHP 20.00	21 Minutes	

Note: This is a multi-stage process. The Student Discipline Unit is only responsible for the receiving of documents and releasing of Certificate of Good Moral. On the other hand, the Guidance and Counseling Unit is only responsible for the issuance of payment slip for payment processing.



Student Organization Unit

Internal Services



1. Processing of Application for Accreditation of Student Organization (New and/or Renewal)

This service allows student organization leaders to apply for or renew the accreditation of their student organization and prepare required documents for the academic year as stipulated in the Student Manual.

Office or Division:	Student Organization Unit (SOU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <i>For new student organizations and for existing student organizations who updated their Bylaws:</i> Student Organization’s Constitution and Bylaws (1 Photocopy)		The client will provide		
2. Student Organization’s Official Logo (1 Photocopy)				
3. Accomplished Application Form for Student Organizations TSU-SOU-SF-01 (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/axxfqwfb/tsu-sou-sf-01-application-form.docx or Email studentorg@tsu.edu.ph		
4. Accomplished and Duly Signed Statement of Involvement/ Commitment/ Acceptance of the President of Student Organization and Adviser TSU-SOU-SF-02 (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/3bbdmd10/tsu-sou-sf-02-statement-of-commitment-acceptance-or-involvement.docx or Email studentorg@tsu.edu.ph		
5. Accomplished Information Sheet of Student Organization Officers TSU-SOU-SF-03 (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/l5lplibn/tsu-sou-sf-03-information-sheet-of-officers.docx or Email studentorg@tsu.edu.ph		
6. Accomplished Directory of Members TSU-SOU-SF-12 (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/0qpm1oc/tsu-sou-sf-12-directory-of-members.docx		
7. Accomplished and Duly Signed General Plan of Action and Budget for Student Organizations TSU-SOU-SF-14 (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/gaifaodd/tsu-sou-sf-14-gpoa-and-budget-for-student-organizations-1.xlsx		
8. <i>For Student Organizations Who Haven’t Submitted Their Accomplishment Reports:</i> Accomplishment Report for 1 st and 2 nd Semester from the Previous Academic Year TSU-SOU-SF-06 (1 Original Copy)		Download at the TSU Website https://www.tsu.edu.ph/media/qyunffdx/tsu-sou-sf-06-accomplishment-report.docx or Email studentorg@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all	1.1 Receives the accomplished	None	3 minutes	Staff



pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda Campus).	forms and other requirements.			Student Organizations Unit
	1.2 Reviews the submitted accomplished forms and other requirements as to completeness. <i>\Note: If incomplete requirements, students' organizations are given one (1) working day to comply.</i>	None	4 working days	Staff Student Organizations Unit
	1.3 Prepares the Permit to Operation for New Student Organization, or Certificate of Accreditation for renewal.	None	1 working day	Staff Student Organizations Unit
2. Receive the Permit to Operation (for New) or Certificate of Accreditation (for Renewal).	2. Issues the Permit to Operation or Certificate of Accreditation.	None	1 hour	Head Student Organizations Unit
TOTAL:		None	5 Working Days, 1 Hour & 3 Minutes	



2. Processing of Request for the Conduct of Student Organization Activities

This service allows student organizations to request the conduct of their proposed online, on-campus, or off-campus activities.

Note: The request must be submitted at least three (3) working days prior to the scheduled date of the activity.

Office or Division:	Student Organizations Unit (SOU)	
Classification:	For Online and On-Campus Activities: Simple For Off-Campus Activities: Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Student Organization Leaders of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR ONLINE ACTIVITY:		
1. Accomplished Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copies)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph	
2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), if applicable (1 Original Copy)	The client will provide	
B. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY:		
1. Accomplished Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copies)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph	
C. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY (For Overnight and Sunday):		
1. Accomplished Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copies)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph	
2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), <i>if applicable</i> (1 Original Copy)	The client will provide	
3. All participants' Student ID (1 Photocopy)		
4. All participants' Certificate of Registration (1 Photocopy)		
5. Medical Clearance (for Highly Physical Activity) (1 Original Copy)		
6. Duly Signed Parent's/Guardian's Consent/Waiver <i>TSU-SOU-SF-21</i> (1 Original Copy)	Student Organizations Unit	



7. Parent / Guardian ID with Three (3) Specimen Signatures (1 Photocopy)	The client will provide			
8. Letter that certifies Faculty/Personnel that will Accompany the Students (1 Original Copy)				
D. FOR OFF-CAMPUS ACTIVITY:				
1. Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copies)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx or Email studentorg@tsu.edu.ph			
2. Letter of Invitation from Outside Organization / Group, if any (1 Photocopy)	The client will provide			
3. All participants' Student ID (1 Photocopy)				
4. All participants' Certificate of Registration (1 Photocopy)				
5. Medical Clearance (If outside the province of Tarlac) (1 Original Copy)				
6. Signed and Notarized Parent's/Guardian's Consent/Waiver <i>TSU-SOU-SF-21</i> (1 Original Copy)	Student Organizations Unit			
7. Accomplished CHED Compliance Form (1 Original Copy) <i>As per CHED's memorandum, a signed and notarized Compliance form shall be submitted to CHED Region 3 email (chedro3@ched.gov.ph) 15 days before the event</i>	Student Organizations Unit			
8. Parent / Guardian ID with Three Signatures (1 Photocopy)	The client will provide			
9. Letter that certifies Faculty/Personnel that will Accompany the Students (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda Campus).	1.1 Receives the accomplished forms and other requirements	None	3 minutes	<i>Staff</i> Student Organizations Unit
	1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details.	None	For Online and On-Campus Activities: 1 hour	<i>Staff</i> Student Organization Unit



	<i>Note: If incomplete requirements, student organization will be given one (1) working day to comply.</i>		For Off-Campus Activities: 1 working day	
	1.3 Reviews and signs the request for final approval. <i>Note: If not approved a notice shall be forwarded to the student organization including the corrective action to be taken and all the submitted requirements.</i>	None	For Online and On-Campus Activities: 1 hour For Off-Campus Activities: 3 working days	<i>Staff Student Organization Unit</i> <i>Head Student Organization Unit</i>
	1.4 Informs the requesting student organization that their request is approved and ready for pick up or for revision (thru official Group Chat or MS Teams)	None	3 minutes	<i>Staff Student Organization Unit</i>
2. Receive or Acknowledge the receipt of the scanned copy of the approved letter via email.	2. Returns a copy of the approved letter to the requesting student organization (hard copy or soft copy)	None	1 hour	<i>Staff Student Organization Unit</i>
TOTAL FOR ONLINE AND ON-CAMPUS ACTIVITIES:		None	4 Hours & 6 Minutes	
TOTAL FOR OFF-CAMPUS ACTIVITIES:		None	3 Working Days, 4 Hours & 6 Minutes	



Student Publication Unit

Internal Services



1. Procedure for the Approval of Activities of Student Publication and College Publications

This service allows Student Publication/ College Publications to request for the approval of the activities that are included in the approved Project Procurement Management Plan.

Office or Division:	Office of Student Affairs and Services - Student Publication Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Resolution by the Editor-in-Chief and Adviser (3 Original Copies)		The client will provide		
2. Accomplished Request Letter on the Conduct of Student Activity TSU-SPU-SF-12 (3 Original Copies)		Student Publication Unit or Download at the TSU Website https://www.tsu.edu.ph/media/bq1htgrp/tsu-spu-sf-12-request-letter-on-the-conduct-of-student-activity.docx		
3. Accomplished and Duly Signed General Plan of Action (GPOA) and Budget for Student Publications TSU-SPU-SF-08 (3 Original Copies)		Student Publication Unit or Download at the TSU Website https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements and documents at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	1.1 Receives and checks the submitted requirements. <i>Note: If submitted requirements are incomplete, return and inform the lacking.</i>	None	5 minutes	Staff-in-Charge Student Publication Unit
	1.2 Signs the received and checked requirements.	None	2 working days	Head Student Publication Unit
2. Proceed to the Student Publication Unit to receive the signed or approved request.	2. Notifies the client to receive the signed or approved request through MS Teams or Messenger.	None	5 minutes	Staff-in-Charge Student Publication Unit
TOTAL:		None	2 Working Days & 10 Minutes	



2. Process for Reading the General Plan of Action and Budget of Student Publication and College Publications

This service allows student and college publications to formulate their General Plan of Action (GPOA) and Budget for Student Publications to be used for the upcoming academic year.

Office or Division:	Office of Student Affairs and Services - Student Publication Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplishment Report for Activities and Published Issues <i>TSU-SPU-SF-16</i> (3 Original Copies)		Download at the TSU Website https://www.tsu.edu.ph/media/s0zptpzm/tsu-spu-sf-16-accomplishment-report-for-activities-and-published-issues.docx		
2. Accomplished Liquidation Report <i>TSU-SPU-SF-21</i> (3 Original Copies)		Download at the TSU Website https://www.tsu.edu.ph/media/la5fwzrj/tsu-spu-sf-22-liquidation-report-1.docx		
3. Accomplished General Plan of Action (GPOA) and Budget for Student Publications <i>TSU-SPU-SF-08</i> (3 Original Copies)		Download at the TSU Website https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx		
4. Certificate of Liquidation (3 Original Copies)		Office of Student Affairs and Service (<i>In-Charge for the Fund of Student Publications Unit</i>)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for the schedule of reading of General Plan of Action and Budget for Student Publications and submit all requirements at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	1. Sets a schedule for the reading of general plan of action and budget of the student and college publications.	None	30 minutes	<i>Staff</i> Student Publication Unit
2. Attend the budget reading. *Note: The output from the first step shall	2. Checks, reviews, and gives possible input to improve proposed General Plan of	None	2 working days	<i>Staff</i> Student Publication Unit <i>Staff</i>



be the input for the next step.	Action and Budget for Student Publications.			Office of the Student Affairs and Services
3. Revise the General Plan of Action and Budget for Student Publications accordingly based on the changes made on the budget hearing.	3. Proposes a revision to the budget and general plan of action of the client.	None	2 working days	<i>Staff</i> Student Publication Unit
4. Submit the revised General Plan of Action and Budget for Student Publications to Student Publication Unit.	4. Checks and signs the revised output.	None	1 working day	<i>Staff</i> Student Publication Unit <i>Head</i> Student Publication Unit <i>Head</i> Student Development Services <i>Director</i> Office of Student Affairs and Service Budget Committee
5. Submit a copy of the signed documents to Director's Office of Office of Student Affairs and Services, Student Publication Unit, and Records and Archives Unit.	5. Compiles the approved General Plan of Action and Budget for Student Publications.	None	30 minutes	<i>Staff</i> Student Publication Unit
TOTAL:		None	5 Working Days & 1 Hour	



3. Process of Printing and Circulation of the Student and College Publication Issues

This service allows the clients to print and disseminate their newspaper/magazine or folio within the campus.

Office or Division:	Office of Student Affairs and Services - Student Publication Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Letter to Publish Issue <i>TSU-SPU-SF-24</i> (3 Original Copies)		Download at the TSU Website https://www.tsu.edu.ph/media/1gai0qnn/tsu-spu-sf-24-request-letter-to-publish-issue.docx		
2. Approved Resolution (1 Original Copy)		The client will provide		
3. Design and Specifications (3 Original Copies)				
4. Approved General Plan of Action (GPOA) and Budget <i>TSU-SPU-SF-08</i> (1 Original Copy)				
5. Dummy Copy of the Issue (3 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Dummy Copy of the Issue to the Student Publication Unit. <i>Note: Printing of magazine, newspaper, or folio must be included in the Approved Project Procurement Management Plan and Approved General Plan of Action and Budget for the whole academic year.</i>	1.1 Receives and evaluates submitted documents.	None	2 working days	Staff Student Publication Unit
	1.2 Checks and proofreads the dummy issue for final printing.	None		
2. Receive notification if the dummy issue is already proofread and retrieve evaluated dummy issue from Student Publication Unit.	2. Informs client on the status of the dummy issue.	None	30 Minutes	Staff Student Publication Unit



3. Submit Request Letter to Publish the Issue and required attachments for the printing or circulation of the newspaper or magazine or folio to the Student Publication Unit.	3. Receives, checks, and compiles the submitted documents.	None	30 Minutes	<i>Staff</i> Student Publication Unit
4. Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing.	4. Produces hard copies of the newspaper or magazine or folio.	None	3 working days	Printing Company
5. Submit a printed copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	5. Inspects and assesses the printed copies of newspaper or magazine or folio.	None	1 working day	<i>Staff</i> Student Publication Unit
6. Disseminate inspected printed copies within the campus including offices and other strategic areas.	6. Monitors circulation of newspaper or magazine or folio.	None	7 working days	<i>Staff</i> Student Publication Unit
TOTAL:		None	13 Working Days & 1 Hour	

Note: Three (3) copies will be given to the Student Publication Unit and Two (2) copies will be stored at the Office of Student Affairs and Services-Research, Accreditation, Records Unit.



4. Processing of Intention for Publications to Operate for the Upcoming Academic Year

This service allows members of student publications to express their intention to operate or to renew for the upcoming academic year.

Note: The submission of request letter is *only* during the mid-year period (June to July) of the academic calendar.

Office or Division:	Office of Student Affairs and Services - Student Publication Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Addressed to Section Head of the Student Publication Unit (1 Original Copy or 1 Duplicate)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter asking to operate for the upcoming academic year. at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	1.1 Receives and checks the submitted request letter.	None	1 minute	Staff Student Publication Unit
	1.2 Notifies the client regarding the date and venue of the meeting and interview of every College Publications and Student Publication.			
2. Attend the meeting and interview.	2. Conducts meeting, interview, and deliberation.	None	3 minutes	Staff Student Publication Unit
3. Submit all the accomplishment reports.	3.1 Checks and evaluates all the submitted accomplishment reports.	None	10 minutes	Staff Student Publication Unit
	3.2 Grants the certificate to operate and official status that their publication must be active for one academic year after	None	10 minutes	Staff Student Publication



	checking the completeness of the accomplishment reports.			
TOTAL:		None	24 Minutes	



Testing, Evaluation, and Measurement Services Unit

External Services



1. Processing of Admission Test Application and Administering of Tarlac State University – College Admission Test (TSU-CAT) for Incoming Freshmen Students

This service allows incoming first-year college students to apply for and take College Admission Test after successful application.

Office or Division:	Testing, Evaluation, and Measurement Services Unit (TEAMSU)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Incoming TSU Freshman Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR ADMISSION TEST APPLICATION		
1. Digital Image / Scanned 1.77” x 1.37” (Formal Passport-Size Photo on a White Background with Name Tag) Format: (DELA CRUZ, JUANA CRUZ) (1 Electronic Copy)	The client will provide	
2. Digital Image / Scanned Front and Back Page of Form 138 Grade 11 / Grade 12 / (Report Card) / ALS Rating with Final GWA (1 Electronic Copy)		
3. Digital Image / Scanned Front Page of Philippine Statistics Authority (PSA) Birth Certificate (1 Electronic Copy)		
4. Digital Image / Scanned Front Page of Certificate of Good Moral Character (1 Electronic Copy)		
5. Digital Image / Scanned Copy of Income Tax Return of parents (if employed), Annual Income Tax Return (self-employed/with business), or notarized Certificate of Exemption from the Bureau of Internal Revenue (BIR) (1 Electronic Copy)		
6. Digital Image / Scanned Copy of the latest three-month electricity billing statement (to confirm the socio-economic status of the applicants) (1 Electronic Copy)		
7. Properly Accomplished TSU-CAE Online Application Form (TSU-TEM-SF-01) (1 Electronic Copy)	Downloadable at cat.tsu.edu.ph	
B. DURING THE ADMINISTERING OF EXAM		
1. TSU-CAE Test Permit (1 Original Copy)	Downloadable at cat.tsu.edu.ph	
2. Lead Pencil no. 2 (2 pcs)	The client will provide	
3. Identification Card or Valid ID (1 Original Copy)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an online account at TSU-College Admission Evaluation website (cat.tsu.edu.ph). Fill-out the <u>online application form</u>; <u>upload and submit all the needed requirements</u>. <i>Note: The client needs a valid email address for the filing of application and for receiving notifications about the status of application.</i>	1. Views submitted applications via the TSU-College Admission Evaluation portal and evaluates all the submitted requirements. <i>Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of application. Processing of applications will commence only once requirements are completed by the client.</i>	None	20 working days	Staff Testing, Evaluation, and Measurement Services Unit
2. Receive an email containing a notification on the successful submission of online application and test permit.	2. Sends test permit to the registered email address and at the online portal account of the applicant at TSU-College Admission Evaluation website.	None	20 minutes	Staff Testing, Evaluation, and Measurement Services Unit
3. Proceed to the Student Center, Lucinda Campus, waiting area to get the assigned seat number, then proceed to the	3.1 Prepares the testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch	None	3 hours & 10 minutes	Staff Testing, Evaluation, and Measurement Services Unit



designated seat.	3.2 Checks the examinees' attendance sheet and provides the assigned seat numbers to the applicants.		3 hours & 40 minutes	
	3.3 Assists the examinees to their respective seats		10 minutes	
4. Take the College Admission Test.	4.1 Provides testing instructions, additional announcements about the rules and regulations, and a brief overview of the test.	None	10 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	4.2 Administers the College Admission Test.	None	40 minutes	
	4.3 Provides additional announcements such as the release date or issuance of the test result, informs the clients about the evaluation pointing system, reminds students who graduated from Grade 12 or the old curriculum to present their original Form 138, and informs the confidentiality of result.	None	10 minutes	
5. Wait for the schedule of the official releasing of the TSU-College	5.1 Checks the test papers.	None	50 working days	Staff Testing, Evaluation, and Measurement Services Unit



Admission Evaluation Result	5.2 Encodes the test scores/results on the at the Data Bank Management System.				Staff Testing, Evaluation, and Measurement Services Unit						
	5.3Evaluates the scores/ratings using the Admission Evaluation Criteria: <i>Per Board Resolution No. 53, s. 2025</i>				Staff Testing, Evaluation, and Measurement Services Unit						
	<table><tr><td>A. College Admission Test Rating</td><td>70%</td></tr><tr><td>B. Socio-economic Status (Average Monthly Income)</td><td>30%</td></tr><tr><td>TOTAL</td><td>100 %</td></tr></table>				A. College Admission Test Rating	70%	B. Socio-economic Status (Average Monthly Income)	30%	TOTAL	100 %	
	A. College Admission Test Rating				70%						
B. Socio-economic Status (Average Monthly Income)	30%										
TOTAL	100 %										
6. View the result and confirm intention to enroll by logging in to the TSU-CAE Website (cat.tsu.edu.ph) by providing the following details: Application No. Registered E-mail Address: <i>Note: Non-confirmation within the said deadline will mean the forfeiture of the slot.</i>	6. Posts TSU-College Admission Test Result at the TSU-CAE Website. Coordinates with the Office of Public Affairs regarding the posting for the announcement of the official release of the TSU-College Admission Test Result on the Tarlac State University Facebook Page. The announcement may include the	None	8 hours	Staff and Unit Head Testing, Evaluation, and Measurement Services Unit Staff Office of Public Affairs							



	following information: a. Results will be viewed by logging in to the TSU-CAT Website (cat.tsu.edu.ph) by providing the following details: • Application No.: • Registered E-mail Address: b. Confirmation of slot or intention to enroll. Non-confirmation within the said deadline will mean the forfeiture of the slot. <i>Note: The schedule of posting of the official results is dependent on the approval of TSU Administration. The Office of Public Affairs will post an announcement of the TSU-College Admission Test Result on the Tarlac State University Facebook Page.</i>			
	TOTAL:	None	71 Working Days, 6 Hours, & 20 Minutes	

Note: The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, and availability of the signatories from the application to the releasing of the exam results. This is also based on the approved calendar of activities of the unit.

Approved online application period is posted on the TSU FB Page for clients to follow.



2. Processing of Administering Psychological Test to Transferee Students

This service allows transferee students to take the psychological test prior to admission.

Office or Division:	Testing, Evaluation, and Measurement Services Unit (TEAMSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Accomplished Admission Application Form <i>TSU-OAR-SF-12</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/3zyn5xxl/b-application-form-for-admission-graduate-school-certificate-for-teaching-professional-2nd-courser-and-transferee-tsu-oar-sf-12.pdf		
2. Duly Signed Notice of Acceptance <i>TSU-OAR-SF-14</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/mdclplgb/k-notice-of-acceptance-prof-ed-units-returnee-transferee-other-tsu-oar-sf-14.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Testing, Evaluation, and Measurement Services at the Student Center, Lucinda Campus.	1. Receives and checks the presented Admission Application Form (<i>TSU-OAR-SF-12</i>) and Notice of Acceptance (<i>TSU-OAR-SF-14</i>) for evaluation purposes. <i>Note: If the presented requirements are incomplete and not duly accomplished and signed, returns to the applicant for completion.</i>	None	15 minutes	<i>Staff</i> Testing, Evaluation, and Measurement Services Unit
2. Receive and accomplish the Request for Psychological Test Form	2.1 Issues and asks the client to accomplish the Request for Psychological			



(TSU-TEM-SF-12).	Test Form (TSU-TEM-SF-12).			
	2.2 Receives and evaluates the accomplished Form. <i>Note: If the Request for Psychological Test Form is not properly filled out, return to the applicant.</i>			
3. Receive the test permit with the schedule of the psychological exam	3.1 Writes the schedule of the Psychological Test on the “Test Permit/Claim Stub” section of the Request for Psychological Test (TSU-TEM-SF-12).	None	3 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	3.2 Issues the test permit and informs the schedule of psychological exam.	None	2 minutes	
4. Proceed to the Testing Area on the scheduled date and time of the exam and present the test permit, and take the Psychological Test.	4.1 Checks the Transferees, Second Courser, Professional Education Units Psychological Test (TSU-TEM-SF-13), before proceeding to the testing proper.	None	5 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	4.2 Informs the examinees of their assigned seats in the designated testing rooms	None	2 minutes	
	4.3 Provides testing instructions, additional announcements about the rules and regulations, and a brief	None	3 minutes	



	overview of the test.			
	4.4 Administers Psychological Test		40 minutes	
	4.5 Collects the testing materials and answer sheets, once the allotted time has ended. Provides additional announcements such as the release date or issuance of the test result, and informs the client about the confidentiality of the test	None	10 minutes	
	4.6 Checks and encodes the test scores/results on the at the Data Bank Management System and evaluates scores/ratings using the psychological test manual	None	3 hours	
5. Receive and claim the Psychological Test Result.	5.1 Prepares and releases the result of Psychological Test.	None	10 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	5.2 Informs client to accomplish the Psychological Test Logbook (TSU-TEM-SF-15) to certify that the receipt of the test result.	None	5 minutes	
TOTAL:		None	4 Hours & 35 Minutes	



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION



Medical Services Unit

External Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Employees, Visitors, and Relatives of Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Test Result/s, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse-on-duty (NOD)	1.1 Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2 Evaluates data gathered.	None	1 minute	
	1.3 Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.</i>	None	2 minutes	
	1.4 Prepares/ retrieves and fills out medical records. 1.4.1 For new patient/s , prepares and fills out Patient	None	2 minutes	Nurse-on-Duty Medical Services Unit



	Profile (TSU-MSU-SF-01) and Consultation Form (TSU-MSU-SF-02). 1.4.2 For old patients, Retrieves the patient record form filling cabinet/box and updates the data needed. <i>Note: If the patient has Laboratory test results attach it to the consultation form.</i>			
2. Receive proper intervention.	2.1 Gives intervention through nursing care, medication, or health teaching.	None	26 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	2.2 Fills out the Consultation Logbook (TSU-MSU-SF-03)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	2.3 Reassesses and reevaluates patient condition. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if the complaint and symptom/s still persist after the intervention for Consultation with the Medical Doctor.</i>	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	2.4 Discharges the patient, if the intervention is adequate and resolves the complaint.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



	<i>Note: Certificate of Appearance (COA) may be issued upon the patient's request to validate their consultation at the clinic.</i>			
3. Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.5 Refers to NOD for carrying out orders.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
4. Carrying Out Doctor's Order	4. Carries out doctor's order	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions:	None	2 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
	5.1.1 Medicine, if available.			
	5.1.2 Prescription, if medicine is not available at the clinic.			
	5.1.3 Laboratory request			
	5.1.4 Referral			



	5.1.5 Medical certificate, if needed 5.1.6 Follow-up date			
	5.2 Fill out the consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	5.3 Files patient record to the filling cabinet/box	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:		None	54 Minutes	

Note: The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



Medical Services Unit

Internal Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Employees, Visitors, and Relatives of Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Test Result/s, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse-on-duty (NOD)	1.1 Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2 Evaluates data gathered.	None	1 minute	
	1.3 Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.</i>	None	2 minutes	
	1.4 Prepares/ retrieves and fills out medical records. 1.4.1 For new patient/s , prepares and fills out Patient Profile (TSU-	None	2 minutes	Nurse-on-Duty Medical Services Unit



	MSU-SF-01) and Consultation Form (TSU-MSU-SF-02). 1.4.2 For old patients, Retrieves the patient record form filling cabinet/box and updates the data needed. <i>Note: If the patient has Laboratory test results attach it to the consultation form.</i>			
2. Receive proper intervention.	2.1 Gives intervention through nursing care, medication, or health teaching,	None	26 minutes	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3 Reassesses and reevaluates patient condition. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if the complaint and symptom/s still persist after the intervention for Consultation with the Medical Doctor.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.4 Discharges the patient, if the intervention is adequate and resolves the complaint.	None	1 minute	Nurse-on-Duty Medical Services Unit



	<i>Note: Certificate of Appearance (COA) may be issued upon the patient's request to validate their consultation at the clinic.</i>			
3. Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minutes	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.5 Refers to NOD for carrying out orders.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
4. Carrying Out Doctor's Order	4. Carries out doctor's order	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions:	None	2 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
	5.1.1 Medicine, if available.			
	5.1.2 Prescription, if medicine is not available at the clinic.			
	5.1.3 Laboratory request			
	5.1.4 Referral			



	5.1.5 Medical certificate, if needed 5.1.6 Follow-up date			
	5.2 Fills out the consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	5.3 Files patient record to the filling cabinet/box	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:		None	54 Minutes	

Note: The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Pre-employment and Annual Physical Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Full-Time Employees				
1. Laboratory Test Result/s, if any (1 Original Copy) - Complete Blood Count (CBC) - Urinalysis - Chest X ray with Film and Official Reading - Drug Test		The client will provide		
2. CSC Form No. 211 Revised 2018 Medical Certificate (1 Original Copy)		The client will provide or get it to OHDRM		
B. Part-Time Employees				
1. Laboratory Test Result/s, if any (1 Original Copy) Chest X ray with Film and Official Reading		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for Medical Certificate and state the name.	1. Checks the name from the list of scheduled employees provided by the Office of Human Resource Development and Management. <i>Note: Informs the scheduled date If the employee is not on the list.</i>	None	2 minutes	Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.1 Checks all presented requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Physical Examination Form (TSU-MSU-SF10) and	None	3 minutes	Nurse-on-Duty Medical Services Unit



	Data Gathering Procedure.			
3. Performs the Visual Acuity assessment using Snellen and Ishihara.	3.1 Conducts Visual Acuity assessment using Snellen and Ishihara.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	3.2 Refers the employee to the Medical Doctor with the requirements.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4. Proceed to the Medical Doctor for Consultation.	4.1 Conducts Physical Examination (PE).	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.2 Evaluates Physical Examination, data gathered, and laboratory test results.	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.3 Gives recommendation , if needed the Medical Doctor will prescribe Medicine, laboratory test, and follow up.	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.4 Refers to the Nurse-on-Duty for the issuance of Medical Certificate.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.5 Logs the visual acuity result, certification result, and recommendation on Employment Logbook (TSU-MSU-SF-11).	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
5. Sign on the Employment Logbook (TSU-MSU-SF-11).	5.1 Asks patient to sign on the Employment Logbook (TSU-MSU-SF-11).	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	5.2 Stamps the Medical Certificate with dry seal.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



6. Receive the Medical Certificate.	6.1 Issues the stamped Medical Certificate.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	6.2 Informs patient to submit the Medical Certificate to the Office of Human Resource Development and Management.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	23 Minutes	



3. Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Transfer Examination, Return to Work Examination, and Separation from Employment Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Return-to- Work				
1. Medical Certificate from hospital or physician (1 Original Copy)		The client will provide		
B. For Transfer and Separation from Work				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Return-to-Work: Present Medical Certificate from attending physician. For Transfer and Separation from Work: Make a verbal request for medical certificate	1.1 Receives requirements/ request.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2 Prepares Medical Certificate (TSU-MSU-SF-05).	None	1 minute	Nurse-on-Duty Medical Services Unit
	1.3 Fills out the necessary data for the Medical Certificate.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.4 Refers to Medical Doctor for consultation	None	1 minute	Nurse-on-Duty Medical Services Unit
2. Proceed to the Medical Doctor for consultation.	2.1 Conducts physical examination and gives recommendations	None	5 minutes	Medical Doctor/ Director Office of University Health Services
	2.2 Signs on the Medical Certificate.	None	1 minute	Medical Doctor/ Director Office of University Health Services
	2.3 Refers to the Nurse-on-Duty	None	1 minute	Medical Doctor/ Director Office of University Health Services
	2.4 Stamps the signed Medical	None	1 minute	Nurse-on-Duty



	Certificate with dry seal.			Medical Services Unit
3. Receive the Medical Certificate	3. Issues the stamped releases medical certificate	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4. Fill out the Medical Certificate Logbook (TSU-MSU-SF-13)	4. Asks client to fill out the Medical Certificate Logbook (TSU-MSU-SF-13)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	16 Minutes	



4. Processing of Request for Student Medical Certificate

This service allows clients to request a Student Medical Certificate for various purposes such as OJT, sports related events, seminars, training, and competitions.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Currently Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Original Copy)		The client will provide		
2. SUC III Eligibility Form or Eligibility Form (TSU-SDM-SF-15), whichever is applicable (1 Original Copy)		Sport Development and Management Unit or SUC III		
3. For On-the-Job Training: Laboratory test results, if required by the host company (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Services Unit on the scheduled date.	1. Checks the name of the student on the master list attached on the assistance request form. <i>Note: Informs the scheduled date If the student is not on the list.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.1 Receives presented requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.2 Verifies the name in the COR.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3 For On-the-Job Training: Checks the presented Laboratory Test Result/s.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	2.4 Prepares the Medical Certificate Form (TSU-MSU-SF-05).	None	2 minutes	Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.5 Conducts physical examination and gives recommendations <i>Note: For Group Request of</i>	None	5 minutes	Nurse-on-Duty Medical Services Unit

	<i>Medical Certificate, issuance of such will be done once all participants were done in the Physical Examination.</i>			
	2.6 Assesses and evaluates the findings of the data gathered. <i>Note: If with inconclusive findings, repeat the vital signs after 5 minutes. However, if the findings are still inclusive after 3 attempts and have medical condition it shall be referred to the Medical Doctor.</i>	None	20 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
3. For Inconclusive Findings or with Medical Condition: Proceed to the Medical Doctor for consultation.	3.1 Conducts Physical Examination.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.2 Evaluates the PE, data gathered and/or laboratory test result.	None	1 minute	
	3.3 Gives recommendations (Monitoring, Medicine, advise, and follow-up if needed).	None	2 minutes	
	3.4 Signs the SMC and refer back to Nurse-on-Duty.	None		
4. Proceed to the Nurse-on-Duty for issuance of Medical Certificate and/or health teaching.	4.1 Gives health teaching and explains the validity of medical certificate.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
	4.2 Stamps with dry seal.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
5. Receive the issued Student Medical Clearance.	5. Issues the signed and dry sealed Student Medical Clearance.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
6. Fill out the Medical	6. Instructs the student to log in the	None	1 minute	<i>Nurse-on-Duty</i>



Certificate Logbook (TSU-MSU-SF-13).	Medical Certificate Logbook (TSU-MSU-SF-13).			Medical Services Unit
TOTAL:		None	40 Minutes	

Note:

- Medical Services Unit (MSU) will not issue medical certificate for seminars, training, and other students’ non-physical activities within Tarlac Province. (Reference TSU-MSO-065-22).
- All participants shall appear on the scheduled date.
- Failure to appear on the scheduled date does not guarantee the inclusion of his or her name on the succeeding dates.
- Those whose names are not reflected in the list of participants submitted to the Medical Services Unit will submit a separate request and shall follow this process.
- Dates for the issuance of Medical Certificates are determined based on the submitted request.



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH, INNOVATION, AND EXTENSION



Center for Community and Local Governance Studies and Policy Development

External Services



1. Processing of Center for Community and Local Governance Studies and Policy Development Service Requests

This procedure allows the client to request services on community empowerment and advocacy, local governance, policy development, and technical training of the Center for Community and Local Governance Studies and Policy Development.

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the group/s involved.

Office or Division:		Center for Community and Local Governance Studies and Policy Development (CCLGSPD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the University President with contact details (email & mobile number) of the requester (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Request Letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of the received Request Letter and forwards it to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
	1.2 Endorses Request to the Office of Vice President for Research, Innovation, and Extension.	None	1 working day	President, or Officer-in-Charge, or Representative Office of the University President
	1.3 Endorses Request to Center for Community and Local Governance Studies and Policy Development.	None	1 working day	Vice President, or Officer-in-Charge, or Representative Office of the Vice President for Research, Innovation, and Extension
	1.4 Assesses the Request Letter as to the availability of service and endorsement to the Center for	None	15 minutes	Director Center for Community and Local Governance Studies and



	Community and Local Governance Studies and Policy Development Department Head/s.			Policy Development
	1.5 Reviews the submitted request. <i>Note: If the request is not approved, a notification letter will be sent via email.</i>	None	15 minutes	<i>Department Head/s</i> Center for Community and Local Governance Studies and Policy Development
2. Receive a Notice of Receipt of Service Request via email or text message.	2. Sends Notice of Receipt of Service Request through email and/or mobile number. <i>Note: The Notice of Receipt of Service Request contains a proposed schedule of the initial consultation meeting.</i>	None	15 minutes	<i>Department Head/s</i> Center for Community and Local Governance Studies and Policy Development
3. Confirm available schedule and attendance at the initial consultation meeting.	3.1 Receives confirmation on the proposed schedule. 3.2 Organizes the initial consultation meeting.	None	3 working days	<i>Director, Department Head/s, Staff</i> Center for Community and Local Governance Studies and Policy Development
4. Attend to the scheduled initial consultation meeting.	4.1 Conducts the initial consultation meeting with the client. 4.2 Drafts and finalizes the relevant document to the	None	1 working day	<i>Director, Department Head/s, Staff</i> Center for Community and Local Governance Studies and



	service requested.			Policy Development
	4.3 Delivers the service activities depending on the agreed terms and conditions.			
	4.4 Drafts and finalizes relevant documents (e.g. NDA, Project Proposal, Research Proposal, MOA, etc.).			<i>Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development</i>
5. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	5. Delivers service activities.	None	30 working days <i>Note: The conformity depends on the processing time of each office involved in the project (e.g. LGU, offices, marginalized community, leaders).</i>	<i>Service Providers, Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development</i>
TOTAL:		None	44 Working Days & 45 Minutes	



Center for Community and Local Governance

Studies and Policy Development

Internal Services



1. Processing of Client’s Service Request as an Extension Proposal from Various Offices and Colleges

This procedure applies when submitting the client’s service request from various offices and colleges. It materializes as an extension project/program.

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the person/s and the processing time of the office/s involved. The unit is only in charge on the receipt of the endorsements up to the organization of the initial consultation.

Office or Division:	Center for Community and Local Governance Studies and Policy Development (CCLGSPD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Offices and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Slip TSU-OUP-SF-01 (1 Original Copy)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the service request to the concerned office and/or college.	1.1 Receives the third endorsement from various offices and colleges.	None	5 minutes	Clerk/Staff Center for Community and Local Governance Studies and Policy Development
	1.2 Reviews the service request. <i>Note: If the request is not approved, a notification letter will be sent via email.</i>	None	10 minutes	Director Center for Community and Local Governance Studies and Policy Development
	1.3 Logs the third level endorsement addressed to the Department Heads for Action.	None	5 minutes	Clerk/Staff/ Director Center for Community and Local Governance Studies and Policy Development
2. Receive a Notice of Receipt of Service	2. Sends a Notice of Receipt of Service Request containing the	None	15 minutes	Department Head/s Center for Community and



Request via email or text message.	proposed schedule of the initial consultation meeting through email and/or mobile number. <i>Note: The Notice of Receipt of Service Request contains a proposed schedule of the initial consultation meeting.</i>			Local Governance Studies and Policy Development
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation on the proposed schedule.	None	10 working days <i>Note: The processing time depends on the availability of the person/s involved on the request (e.g. LGU Officials, marginalized community leaders, beneficiaries).</i>	Director/ Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
	3.2 Organizes the initial consultation meeting.			
4. Attend to the scheduled initial consultation meeting	4.1 Conducts the initial consultation meeting with the client.	None	5 working days	Clerk Office of University Extension Service
	4.2 Drafts and finalizes the relevant document to the service requested.			



	4.3 Prepares extension documents (Extension Activity Proposal with Supporting Attachments) then, submits to Office of University Extension Services.			
TOTAL:		None	15 Working Days & 35 Minutes	



**Center for Engineering and Environmental
Research
Internal Services**



1. Processing of Requests for Geospatial Analysis Support and Related Services

The service allows clients to avail mapping and other geospatial analysis to model location-specific subjects or regions of interest for research and other applications.

Office or Division:	Center for Engineering and Environmental Research			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client) TSU Undergraduate Students (Type D Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Geospatial Analysis Operations Request Form (1 Original Copy and 1 Electronic Copy)		Center for Engineering and Environmental Research		
2. For Type A to C Clients – Official Receipt of Payment for Test of Payment for Geospatial Analysis Support and Related Services (1 Duplicate or 1 Photocopy) <i>*Refer to the table below for charges</i>		TSU Cashiering Unit		
Additional Requirement if the Proposal has been Approved:				
1. Revised Geospatial Analysis Operations Request Form (1 Original Copy and 1 Electronic Copy) <i>as per the recommendation of the Center for Engineering and Environmental Research review</i>		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Geospatial Analysis Operations Request Form to the Center for Engineering and Environmental Research office and electronic copies to ceer@tsu.edu.ph	1.1 Receives and verifies the completeness of the submitted documents.	None	2 working days	Staff & Unit Heads Center for Engineering and Environmental Research
	1.2 Assess the capability of the Geomatics laboratory equipment and software to perform the requested geospatial analysis operations and the availability of staff and supervisors.	None	1 working day	Staff & Unit Heads Center for Engineering and Environmental Research



	1.3Assesses, reviews, and gives recommendations, if necessary, before the approval of the request.	None	2 working days	<i>Unit Heads</i> Center for Engineering and Environmental Research
2. Receive a notification of the status and recommendations regarding the request.	2. Notifies the client regarding the status and recommendations of the request through email.	None	5 minutes	<i>Staff & Unit Heads</i> Center for Engineering and Environmental Research
3. For Type A-C Clients: Submit the Official Receipt of Payment for Geospatial Analysis Support and Related Services to Center for Engineering and Environmental Research office. For All Client Types: Submit the Revised Geospatial Analysis Operations Request Form to Center for Engineering and Environmental Research office.	3.1 Receives the submitted documents and process the approval of the request	None	5 minutes	<i>Staff</i> Center for Engineering and Environmental Research
	3.2 Performs geospatial analysis requested by the client as indicated in the request form and recommendations.	Per Client Type + Operation/ Analysis Type	14 working days	<i>Geomatics Lab Staff</i> Center for Engineering and Environmental Research
4. Receive the requested Geospatial Analysis Files/ Visualizations through email or personally from the Center for Engineering	4. Issue the requested documents, geospatial analysis maps, visualizations, and other related files	None	4 hours	<i>Staff</i> Center for Engineering and Environmental Research



and Environmental Research.				
TOTAL:		Refer to the table below for charges	19 working days, 4 hours, and 10 minutes	

Note: This is a multi-stage process. The Center for Engineering and Environmental Research is only responsible for processing the request for Geospatial Analysis and other services, while the Cashiering Unit is only responsible for assessing and receiving the payment.

List of Payment		
Geospatial Analysis/ Operations	Type A-C client	Type D
Georeferencing/ Custom Mapping	₱500.00/ ROI	Free (Assistance)
Measurements and Transformations (digitizing)	₱1000.00/ 10sq.km	Free (Assistance)
Topographical Surveying (GPS/Remote Sensing Method)	₱2000.00/ 10sq.km	Free (Assistance)
Land Use –Land Cover Mapping Trend	₱5000.00/ 5 years	Free (Assistance)



Center for Natural Products Research

External Services



1. Processing of Requests for Phytochemical, Microbial Analyses, Raw Materials Identification and Other Laboratory Services

The service allows clients to avail Phytochemical, Microbial Analyses, Raw Materials Identification and Other analyses for plant and related samples.

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Microbial Analyses, Raw Materials Identification and other services. While the Cashiering Unit is only responsible for receiving and processing the payment.

Office or Division:	Center for Natural Products Research		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail:	TSU Faculty Researchers (Type A Client) TSU Graduate Students (Type B Client) TSU Undergraduate Students (Type C Client) Other External Clients (Type D Client)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Use of Equipment Request/s and Other Laboratory Services			
1. Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)		The client will provide.	
B. For All Client Types			
1. Accomplished Request for Analysis <i>TSU-NPR-SF-09</i> (1 Original Copy)		Center for Natural Products Research or Analytical Testing Laboratory	
C. For Type A Clients			
1. Accomplished Research Capsule Proposal Form signed by the Dean <i>TSU-ORD-SF-01</i> (1 Photocopy)		Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx	
2. Accomplished Notice to Proceed signed by a Representative from the University Research Office <i>TSU-ORD-SF-60</i> (1 Photocopy)		Office of University Research and Development	
D. For Type B & C Clients			
1. Duly Signed Endorsement or Request Letter addressed to the College Dean with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose/Nature of Request c. Contact Details d. Signature of the client		The client will provide.	



E. For Type D Clients				
1. Request Letter addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose/Nature of Request c. Contact Details d. Signature of the client		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Center for Natural Products Research facility – Villa Lucinda Campus for an initial meeting or message via MS Teams (, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Client Tracking Logbook (TSU-NPR-SF-07).	None	1 hour	Director/ Department Head Center for Natural Products Research
	1.2 Reviews request and executes appropriate actions. <i>If Disapproved: Sends notification of disapproval thru online or via email or informs clients in person.</i>	None	2 hours	Director/ Department Head Center for Natural Products Research
2. Submit all necessary requirements depending on the client type to the Center for Natural Products Research – Villa Lucinda Campus <i>Note for the Proponent/s of TSU Approved Research Proposal/s: It MUST be explicitly stated in the Line-Item</i>	2. Reviews the completeness of the submitted requirements and reproduce a copy for filing.	None	30 minutes	Director Center for Natural Products Research



<i>Budget the specific analyses and laboratory service(s)-to-be requested.</i>				
3. For Client Types B, C, and D: For endorsed requests, conduct preliminary meeting with CNPR Staff.	3.1 Discusses the compulsory materials that the client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	<i>Director/ Department Head Center for Natural Products Research</i>
	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample in <i>TSU-NPR-SF-08</i> , and calculate total amount-to-be-paid for analysis, if applicable. <i>Note: For analyses that are not available in CNPR, samples will be endorsed to Centers or offices with appropriate capabilities. Payment will be subjected to the Center's or Office's approved fees.</i>	<i>Number of Samples x Fees for each Service</i>	1 hour	<i>Director/ Department Head Center for Natural Products Research</i>
4. Pay the assessed fee at the Cashiering Unit – Main Campus, if the analyses require payment.	4. Receives and processes the payment	None	1 hour	<i>Staff Cashiering Unit</i>
5. Once payment was made, send	5.1 Receives and checks the	None	10 minutes	<i>Clerk</i>



a photocopy of the receipt or scan the official receipt and send it thru email: natprod@tsu.edu.ph	details on the Official Receipt.			Center for Natural Products Research
	5.2 Secures a hard copy and electronic of the official receipt.	None	10 minutes	<i>Clerk</i> Center for Natural Products Research
6. Receive a message regarding the schedule conduct of the analyses.	6. Informs the schedule conduct of the analyses.	None	10 minutes	<i>Clerk</i> Center for Natural Products Research
7. Deliver the samples to the Center for Natural Products Research – Villa Lucinda Campus with proper sample descriptions and labels. <i>Note: Proper sampling procedures must also be followed.</i>	7.1 Receives and reviews the samples.	None	10 minutes	<i>Department Head</i> Center for Natural Products Research
	7.2 Puts label each sample with assigned laboratory sample number.	None	2 hours	<i>Department Head</i> Center for Natural Products Research
	7.3 Conducts the laboratory analyses for various parameters and render requested laboratory service(s).	None	21 working days	<i>Department Head</i> Center for Natural Products Research
	7.4 Encodes the results in the Results of the Analyses (TSU-NPR-SF-10), if applicable.	None	1 working day	<i>Department Head</i> Center for Natural Products Research
	7.5 Prints and signs the Results of the Analyses (TSU-NPR-SF-10, if applicable.	None	1 hour	<i>Department Head</i> Center for Natural Products Research



8. Receive the printed copy of Results of the Analyses via email or face-to-face. <i>Note: For Clients who requested to conduct their analyses but were assisted by the CNPR Staff, no Results of Analysis will be issued.</i>	8.1 Releases the result to the client(s) via email or face-to-face. If face- to face: Discusses the implications of the results and make necessary recommendations and returns excess samples to the client(s). If via email: Sends Results of the Analyses without thorough discussion of results.	None	1 hour	Department Head Center for Natural Products Research
	8.2 Evaluates the materials and facility used by the Client(s) during the conduct of the analyses and assesses if the materials used were returned without damage and are complete.	None	2 hours	Department Head Center for Natural Products Research
TOTAL:		Number of Samples x Fees for each Service	23 Working Days, 2 Hours & 40 Minutes	

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



Center for Natural Products Research
Schedule of Analysis and Service Fees

**Payment Matrix for approval of BOR and may be subjected to change upon approval*

PHYTOCHEMICAL ANALYSIS			
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content using rotavap (per liter)	₱ 500.00	₱ 450.00	₱ 425.00
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00
PHYSICOCHEMICAL ANALYSIS			
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00



Center for Natural Products Research

Internal Services



1. Processing of Requests for Phytochemical, Microbial Analyses, Raw Materials Identification and Other Laboratory Services

The service allows clients to avail Phytochemical, Microbial Analyses, Raw Materials Identification and Other analyses for plant and related samples.

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Microbial Analyses, Raw Materials Identification and other services. While the Cashiering Unit is only responsible for receiving and processing the payment.

Office or Division:	Center for Natural Products Research
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government
Who may avail:	TSU Faculty Researchers (Type A Client) TSU Graduate Students (Type B Client) TSU Undergraduate Students (Type C Client) Other External Clients (Type D Client)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For Use of Equipment Request/s and Other Laboratory Services	
1. Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)	The client will provide.
B. For All Client Types	
1. Accomplished Request for Analysis TSU-NPR-SF-09 (1 Original Copy)	Center for Natural Products Research or Analytical Testing Laboratory
C. For Type A Clients	
1. Accomplished Research Capsule Proposal Form signed by the Dean TSU-ORD-SF-01 (1 Photocopy)	Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx
2. Accomplished Notice to Proceed signed by a Representative from the University Research Office TSU-ORD-SF-60 (1 Photocopy)	Office of University Research and Development
D. For Type B & C Clients	
2. Duly Signed Endorsement or Request Letter addressed to the College Dean with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose/Nature of Request c. Contact Details d. Signature of the client	The client will provide.



E. For Type D Clients				
1. Request Letter addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose/Nature of Request c. Contact Details d. Signature of the client		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Center for Natural Products Research facility – Villa Lucinda Campus for an initial meeting or message via MS Teams (, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Client Tracking Logbook (TSU-NPR-SF-07).	None	1 hour	Director/ Department Head Center for Natural Products Research
	1.2 Reviews request and executes appropriate actions. <i>If Disapproved: Sends notification of disapproval thru online or via email or informs clients in person.</i>	None	2 hours	Director/ Department Head Center for Natural Products Research
2. Submit all necessary requirements depending on the client type to the Center for Natural Products Research – Villa Lucinda Campus <i>Note for the Proponent/s of TSU Approved Research Proposal/s: It MUST be explicitly stated in the Line-Item</i>	2. Reviews the completeness of the submitted requirements and reproduce a copy for filing.	None	30 minutes	Director Center for Natural Products Research



<i>Budget the specific analyses and laboratory service(s)-to-be requested.</i>				
3. For Client Types B, C, and D: For endorsed requests, conduct preliminary meeting with CNPR Staff.	3.1 Discusses the compulsory materials that the client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	<i>Director/ Department Head</i> Center for Natural Products Research
	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample in <i>TSU-NPR-SF-08</i> , and calculate total amount-to-be-paid for analysis, if applicable. <i>Note: For analyses that are not available in CNPR, samples will be endorsed to Centers or offices with appropriate capabilities. Payment will be subjected to the Center's or Office's approved fees.</i>	<i>Number of Samples x Fees for each Service</i>	1 hour	<i>Director/ Department Head</i> Center for Natural Products Research
4. Pay the assessed fee at the Cashiering Unit – Main Campus, if the analyses require payment.	4. Receives and processes the payment	None	1 hour	<i>Staff</i> Cashiering Unit
5. Once payment was made, send	5.1 Receives and checks the	None	10 minutes	<i>Clerk</i>



a photocopy of the receipt or scan the official receipt and send it thru email: natprod@tsu.edu.ph	details on the Official Receipt.			Center for Natural Products Research
	5.2 Secures a hard copy and electronic of the official receipt.	None	10 minutes	<i>Clerk</i> Center for Natural Products Research
6. Receive a message regarding the schedule conduct of the analyses.	6. Informs the schedule conduct of the analyses.	None	10 minutes	<i>Clerk</i> Center for Natural Products Research
7. Deliver the samples to the Center for Natural Products Research – Villa Lucinda Campus with proper sample descriptions and labels. <i>Note: Proper sampling procedures must also be followed.</i>	7.1 Receives and reviews the samples.	None	10 minutes	<i>Department Head</i> Center for Natural Products Research
	7.2 Puts label each sample with assigned laboratory sample number.	None	2 hours	<i>Department Head</i> Center for Natural Products Research
	7.3 Conducts the laboratory analyses for various parameters and render requested laboratory service(s).	None	21 working days	<i>Department Head</i> Center for Natural Products Research
	7.4 Encodes the results in the Results of the Analyses (TSU-NPR-SF-10), if applicable.	None	1 working day	<i>Department Head</i> Center for Natural Products Research
	7.5 Prints and signs the Results of the Analyses (TSU-NPR-SF-10, if applicable.	None	1 hour	<i>Department Head</i> Center for Natural Products Research



8. Receive the printed copy of Results of the Analyses via email or face-to-face. <i>Note: For Clients who requested to conduct their analyses but were assisted by the CNPR Staff, no Results of Analysis will be issued.</i>	8.1 Releases the result to the client(s) via email or face-to-face. If face- to face: Discusses the implications of the results and make necessary recommendations and returns excess samples to the client(s). If via email: Sends Results of the Analyses without thorough discussion of results.	None	1 hour	Department Head Center for Natural Products Research
	8.2 Evaluates the materials and facility used by the Client(s) during the conduct of the analyses and assesses if the materials used were returned without damage and are complete.	None	2 hours	Department Head Center for Natural Products Research
TOTAL:		Number of Samples x Fees for each Service	23 Working Days, 2 Hours & 40 Minutes	

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



Center for Natural Products Research
Schedule of Analysis and Service Fees

**Payment Matrix for approval of BOR and may be subjected to change upon approval*

PHYTOCHEMICAL ANALYSIS			
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content using rotavap (per liter)	₱ 500.00	₱ 450.00	₱ 425.00
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00
PHYSICOCHEMICAL ANALYSIS			
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00



Center for Peace, Indigenous People's Resources and Development

External Services



1. Processing of Request for Office Consultancy and Assistance

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Office or Division:	Center for Peace, Indigenous People’s Resources and Development (CPIPRD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Consultancy / Assistance Request Form TSU-IPD-SF-04 (2 Original Copies) <i>*In lieu of the approved request letter addressed to the University President</i>		Center for Peace, Indigenous People’s Resources and Development Office or Email at iprd@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Center for Peace, Indigenous People’s Resources and Development – Villa Lucinda Campus.	1. Receives submitted requirement/s.	None	5 minutes	Staff Center for Peace, Indigenous People’s Resources and Development
2. Receive the receiving copy of the submitted document.	2.1 Returns the receiving copy of the submitted request and forwards the office’s copy to the officer-in-charge.	None	5 minutes	Staff Center for Peace, Indigenous People’s Resources and Development
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in-Charge Center for Peace, Indigenous People’s Resources and Development
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People’s Resources and Development



3. Receive notification on the schedule of Consultation and/or Assistance Meeting.	3. Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	<i>Staff</i> Center for Peace, Indigenous People's Resources and Development
4. Attends the Consultancy and/or Assistance Meeting on the scheduled date.	4. Conducts the Consultancy and/or Assistance Meeting	None	1 hour	<i>Director and/or Department Head(s)</i> <i>Staff</i> Center for Peace, Indigenous People's Resources and Development
TOTAL:		None	1 Working Day, 1 Hour & 35 Minutes	



**Center for Peace, Indigenous People's Resources
and Development**

Internal Services



1. Processing of Request for Office Consultancy and Assistance

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Office or Division:	Center for Peace, Indigenous People’s Resources and Development (CPIPRD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Consultancy / Assistance Request Form TSU-IPD-SF-04 (2 Original Copies) <i>*In lieu of the approved request letter addressed to the University President</i>		Center for Peace, Indigenous People’s Resources and Development Office or Email at iprd@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Center for Peace, Indigenous People’s Resources and Development – Villa Lucinda Campus.	1. Receives submitted requirement/s.	None	5 minutes	Staff Center for Peace, Indigenous People’s Resources and Development
2. Receive the receiving copy of the submitted document.	2.1 Returns the receiving copy of the submitted request and forwards the office’s copy to the officer-in-charge.	None	5 minutes	Staff Center for Peace, Indigenous People’s Resources and Development
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in-Charge Center for Peace, Indigenous People’s Resources and Development
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People’s Resources and Development



3. Receive notification on the schedule of Consultation and/or Assistance Meeting.	3. Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	<i>Staff</i> Center for Peace, Indigenous People's Resources and Development
4. Attends the Consultancy and/or Assistance Meeting on the scheduled date.	4. Conducts the Consultancy and/or Assistance Meeting	None	1 hour	<i>Director and/or Department Head(s)</i> <i>Staff</i> Center for Peace, Indigenous People's Resources and Development
TOTAL:		None	1 Working Day, 1 Hour & 35 Minutes	



Food Technology and Research Center

External Services



1. Processing of Food Technology and Research Center Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Food Technology and Research Center.

Office or Division:	Food Technology and Research Center (FTRC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTR-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: • Full Name of the Client/ Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or TSU Website or download at https://tinyurl.com/TSUCFTRSF01		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i> (1 Original Copy or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1 Receives and checks Service Request and endorses to the Office of the University President. <i>Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.</i>	None	1 working day	Staff Records and Archives
	1.2 Endorses the Service Request to Food Technology and	None	1 working day	University President Office of the University President



	Research Center.			
	1.3Assesses the Service Request Form as to the availability of the service and endorses to the Food Technology and Research Center Unit Head.	None	10 minutes	<i>Director</i> Food Technology and Research Center
	1.4Reviews the submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).	None	30 minutes	<i>Unit Head</i> Food Technology and Research Center
2. Receive Notice of Receipt of Service Request.	2. Sends Notice of Receipt of Service Request through email and mobile number. <i>Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.</i>	None	10 minutes	<i>Unit Head</i> Food Technology and Research Center
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1Receives confirmation; organizes and conducts the initial consultation meeting.	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
	3.2Drafts and finalizes the relevant document to the service requested.			



	3.3 Delivers the service activities depending on the agreed terms and conditions.	None	5 working days	
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).			
4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	4. Delivers service activities	None	10 working days	Staff, Service Providers Food Technology and Research Center
TOTAL:		None	17 Working Days, 1 Hour & 20 Minutes	



2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Food Technology and Research Center - Research and Development Unit (FTRC-RDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTR-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: • Full Name of the Client / Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or download at https://tinyurl.com/TSUCFTRSF01		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i> (1 Original Copy or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph or submit to the Director's Office of Food Technology and Research Center.	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives
	If Submitted to the Director's Office: Accepts and checks the completeness of the submitted	None	1 working day	<i>Director, Department Head, Staff</i> Food Technology and Research Center



	documents and forward them to the Records and Archives Unit. <i>Note: If submitted form is improperly filled out, return and inform the lacking.</i>			
	1.2 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director. If Submitted to the Director's Office: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>University President</i> Office of the University President
		None	1 working day	<i>Staff</i> Records and Archives
	1.3 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office:	None	15 minutes	<i>Director</i> Food Technology and Research Center
		None	1 working day	<i>University President</i>



	Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.			Office of the University President
	If Submitted to Records and Archives Unit: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	<i>Director</i> Food Technology and Research Center
	1.4 If Submitted to the Director's Office: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the	None	1 working day	<i>Department Head, Staff</i> Food Technology and Research Center



	approval or declination of the requested service. <i>Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.</i>			
3. Confirm the available schedule and attendance to the initial meeting.	3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service. <i>Note: The client and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)</i>	None	10 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form <i>TSU-FTR-SF-30</i> to the client.	None	2 hours	<i>Director, Department Head, Staff</i> Food Technology and Research Center
5. Fill-out the Target Product Specification Form <i>TSU-FTR-SF-30</i> and submit to Food Technology	5. Accepts and checks the completeness of the submitted documents. <i>Note: If submitted form is</i>	None	5 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center



and Research Center.	<i>improperly filled out, return and inform the lacking.</i>			
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	<i>Director, Department Head, Staff</i> Food Technology and Research Center
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement	None	5 working days	Office of the University President, Office of Vice President for Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form <i>TSU-URO-SF-01</i> according to <i>TSU-FTR-SF-30</i> .	None	5 working days	<i>Director, Department Head, Staff</i> Food Technology and Research Center
7. Review the research proposal using the External Client Review Form <i>TSU-FTR-SF-31</i> .	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	<i>Department Head, Staff</i> Food Technology and Research Center



8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through in-person training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Food Technology and Research Center
TOTAL IF SUBMITTED TO RECORDS AND ARCHIVES UNIT:		None	9 Working Days	
TOTAL IF SUBMITTED TO THE DIRECTOR'S OFFICE:		None	34 Working Days, 3 Hours & 45 Minutes	



3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR INTERNAL CLIENTS				
1. For Internal Client: Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (1 Original Copy or 1 Electronic Copy) with the following information. • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or download at https://tinyurl.com/TSUCFTRSF06		
2. For Students: Certificate of Registration (COR) (1 Original Copy or 1 Photocopy)		The client will provide		
B. FOR EXTERNAL CLIENTS				
1. Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (1 Original Copy or 1 Electronic Copy) with the following information. • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or download at https://tinyurl.com/TSUCFTRSF13		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the	1.1 Receives and verifies the completeness of the submitted documents. <i>Note: If submitted documents are incomplete and</i>	None	5 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center



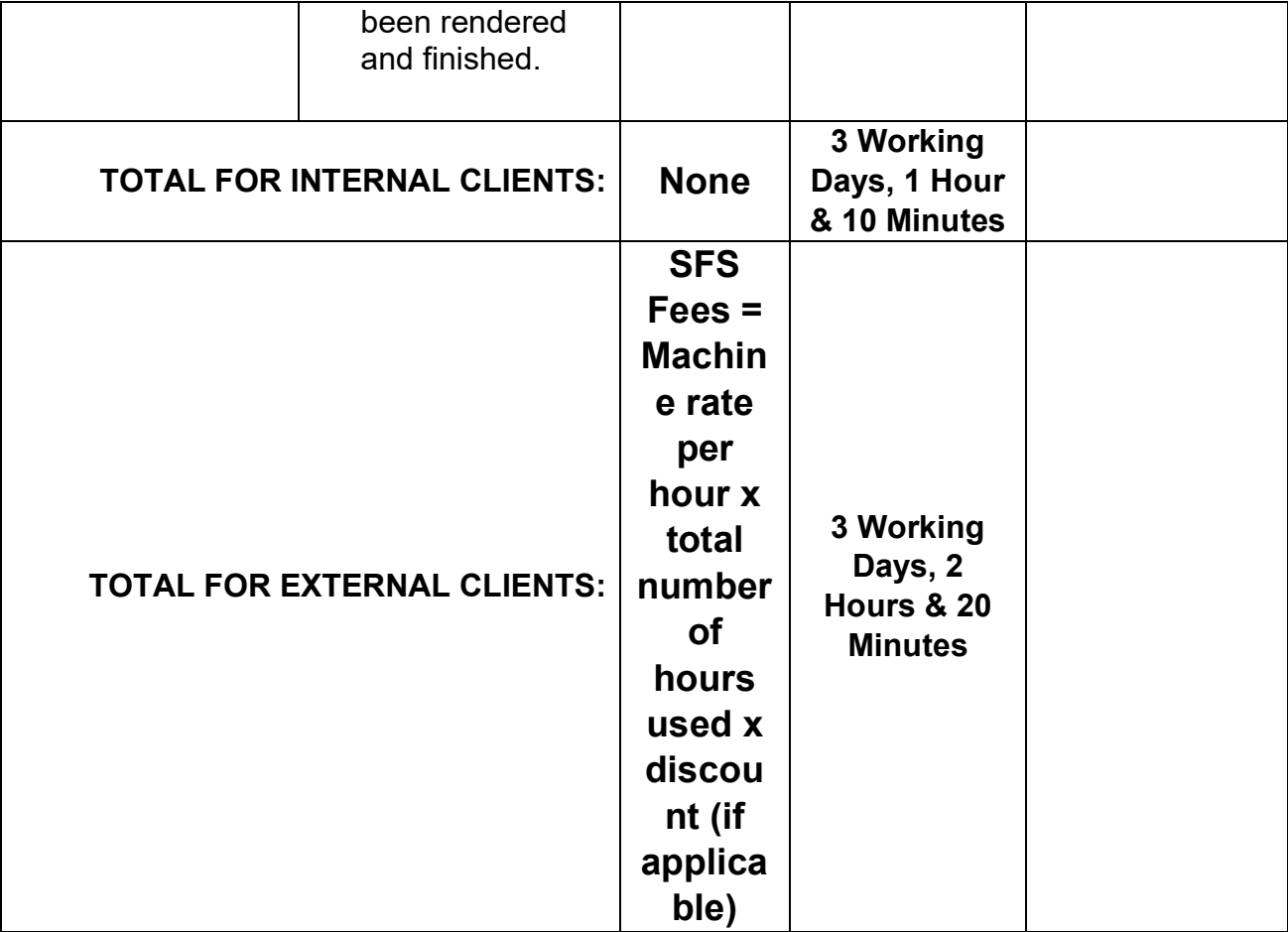
Food Technology and Research Center. For External Client: Submit the duly accomplished documents to the Food Technology and Research Center.	<i>improperly filled out, return and inform the lacking.</i>			
	1.2 Assessment of Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory Supervisor in-charge who will assist the client.	None	15 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center
	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center
2. Receive notification on the approved Shared Facility Service request.	2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date. <i>Note: Incase the request is disapproved, they will be</i>	None	15 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center



	<i>notified regarding the available dates for rescheduling of their request.</i> <i>Note: Client must come on the scheduled time and date.</i>			
3. For Internal Client: Confirm the available schedule for the Shared Facility Service Request and submit a copy of Certificate of Registration to Food Technology and Research Center. For External Client: Confirm the available schedule for the Shared Facility Service Request.	3.1 For Internal Client: Receives and verifies the submitted Certificate of Registration. <i>Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.</i> For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.	None	5 minutes	<i>Unit Head & Staff Food Technology and Research Center</i>
		None	30 minutes	<i>Director, Unit Head & Staff Food Technology and Research Center</i>
	3.2 For External Client: Requests for transaction number to accounting office and send details of payment to	None	30 minutes	<i>Director, Unit Head, Staff Food Technology and Research Center</i>



	the client thru email.			
4. For External Client: Pay at the Cashiering unit of the University and submit the Official Receipt to the Center for Food Technology and Research Center	4. For External Client: Receives and verifies the Official Receipt.	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable) Discount MSMEs = 15% External Student, Researcher, and Faculty = 10% *Please see SFS Brochure for the list of machine and equipment hourly rates)	15 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	<i>Staff</i> Food Technology and Research Center
	5.2 Signs the Rendered Service Form as evidence that the services have	None	15 minutes	<i>Staff</i> Food Technology and Research Center



RESEARCH AND DEVELOPMENT SERVICES	SERVICES	SCHEDULE OF FEES	ANALYTE/ ANALYSIS	METHOD	TESTING FEE (Php)
The FTIRC aims to generate reliable, relevant, and timely knowledge and technologies addressing local and global food issues such as food security, hunger, malnutrition, food wastage and food safety though: • Innovation of existing products • Product development • Material value-addition • Enrichment • Fortification of foods • Improvement food systems; and • Development of sustainable food chains The center aims to obtain all the necessary equipment for the testing of the physical, chemical, microbiological, and sensory properties to ensure the quality and safety, and standardization of food products produced by the researchers and the FTIRC clients (students and food manufacturers). The analytical services will include the following: • Food Composition Analysis • Physico-chemical Analysis • Microbiological Analysis Services • Sensory Evaluation Services • Product Shelf-life Testing Services	FOOD QUALITY ASSURANCE SERVICES	FOOD PROCESSING FACILITY MACHINE / EQUIPMENT CAPACITY SFS FEE per hour FISH AND MEAT PROCESSING Smokehouse Oven 30Kq - Meat, Fish, Poultry 20Kq - Fruits, Vegetables 8Kq - Meat, Fish, Poultry 5Kq - Fruits, Vegetable Meat Grinder 30 Kilograms Meat Slicer 20 Kilograms Bowl Chopper 30 Kilograms Sausage Linker 30 Kilograms Sausage Stuffer 30 Kilograms FRUITS AND VEGETABLES PROCESSING Vegetable Cutter 40Kq - Fruits, Vegetables Noodle Maker 30Kq - Fruits, Vegetables Pulverizer 30Kq - Fruits, Vegetables/ Dried Pasteurizer 50 Liter BAKING AREA Industrial Mixer 20Kq/ Hr Industrial Gas Type Oven 8Kq/ Hr Industrial Type Electric-Gas Oven (2-door) 6Kq/ Hr PACKAGING MACHINE/ EQUIPMENT Vacuum Packaging 180 packs/ Hr Continuous Band Sealer 600 packs/ Hr Impulse Sealer 900 packs/ Hr Impulse Sealer (Pedal type) 1200 packs/ Hr Vertical Form-Fill-Seal Machine 7500 packs/ Hr	CHEMICAL & PHYSICO-CHEMICAL ANALYSIS Moisture Thermo-gravimetric pH ADAC 98112 Water Activity Water Activity Meter Total Titratable Acidity Titrimetric Peroxide Value Titrimetric Free Fatty Acid Titrimetric Brix Reading Refractometer Color Colorimetry Crude Fat Solvent Extraction Crude Protein Kjeldahl Ash Gravimetric Turbidity Nephelometric Conductivity Conductivity Meter Filth Microscopy Temperature Thermometer-SMEWW Total Kjeldahl Nitrogen Kjeldahl Digestion	390.00 280.00 350.00 540.00 570.00 475.00 270.00 360.00 920.00 950.00 530.00 280.00 280.00 390.00 190.00 910.00	
SHARED FACILITY SERVICES (SFS) The FTIRC has an up-to-date and state-of-the-art processing and analytical laboratories, classrooms, and training rooms to provide quality experience to the users, the facilities and equipment also provide an avenue for collaboration to other institutions. The center will ensure that the facility and the other resources are being maximized through a systematic-sharing of the facility researchers, students and other FTIRC clients (i.e., outside-researchers, food manufacturers, sector of community, etc.) The FTIRC aims to produce and commercialize products from the food research and development projects of the faculty researchers. This will provide an avenue for showcasing the newly developed and innovated products of the University. The FTIRC has a store in the facade of the building where customers can avail the TSU's food products.	PRODUCTION AND MARKETING SERVICES (PMS)	FOOD ANALYTICAL SERVICES Sensory Evaluation Analytical and Affective Method Scientific method to evoke, measure, analyse, and interpret those responses to products as perceived through the senses of sight, smell, touch, taste, and hearing Shelf-life Determination Analytical and Affective Method Can help determine how long the product, under normal handling and storage, can maintain its taste, quality, microbial, chemical, and physical properties, remain wholesome, and meet the nutritional claims and declarations that are printed on the label	MICROBIOLOGICAL ANALYSIS Aerobic Plate Count Pour Plate Total Coliform Count Pour Plate, MPN E. coli Count MPN Molds and Yeast Count Spread Plate Salmonella sp. Detection Conventional Staphylococcus aureus Count Spread Plate Environmental Swabbing Luminometer - ATP Monitoring System Air Sampling Sedimentation	530.00 530.00 950.00 530.00 950.00 760.00 530.00 530.00	



Food Technology and Research Center

Internal Services



1. Processing of Food Technology and Research Center Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Food Technology and Research Center.

Office or Division:	Food Technology and Research Center (FTRC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTR-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: • Full Name of the Client/ Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or TSU Website or download at https://tinyurl.com/TSUCFTRSF01		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i> (1 Original Copy or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1 Receives and checks Service Request and endorses to the Office of the University President. <i>Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.</i>	None	1 working day	Staff Records and Archives
	1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	University President Office of the University President



	1.3 Assesses the Service Request Form as to the availability of the service and endorses to the Food Technology and Research Center Unit Head.	None	10 minutes	Director Food Technology and Research Center
	1.4 Reviews the submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).	None	30 minutes	Unit Head Food Technology and Research Center
2. Receive Notice of Receipt of Service Request.	2. Sends Notice of Receipt of Service Request through email and mobile number. <i>Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.</i>	None	10 minutes	Unit Head Food Technology and Research Center
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation; organizes and conducts the initial consultation meeting.	None	30 minutes	Director, Unit Head, Staff Food Technology and Research Center
	3.2 Drafts and finalizes the relevant document to the service requested.			



	3.3 Delivers the service activities depending on the agreed terms and conditions.	None	5 working days	
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).			
4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	4. Delivers service activities	None	10 working days	Staff, Service Providers Food Technology and Research Center
TOTAL:		None	17 Working Days, 1 Hour & 20 Minutes	



2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Food Technology and Research Center - Research and Development Unit (FTRC-RDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTR-SF-01</i> (1 Original Copy or 1 Electronic Copy) with the following information: • Full Name of the Client / Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or download at https://tinyurl.com/TSUCFTRSF01		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i> (1 Original Copy or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph or submit to the Director's Office of Food Technology and Research Center.	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives
	If Submitted to the Director's Office: Accepts and checks the completeness of the submitted	None	1 working day	<i>Director, Department Head, Staff</i> Food Technology and Research Center



	documents and forward them to the Records and Archives Unit. <i>Note: If submitted form is improperly filled out, return and inform the lacking.</i>			
	1.2 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director. If Submitted to the Director's Office: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None None	1 working day 1 working day	<i>University President</i> Office of the University President <i>Staff</i> Records and Archives
	1.3 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office:	None None	15 minutes 1 working day	<i>Director</i> Food Technology and Research Center <i>University President</i>



	Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.			Office of the University President
	If Submitted to Records and Archives Unit: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	<i>Director</i> Food Technology and Research Center
	1.4 If Submitted to the Director's Office: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the	None	1 working day	<i>Department Head, Staff</i> Food Technology and Research Center

	approval or declination of the requested service. <i>Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.</i>			
3. Confirm the available schedule and attendance to the initial meeting.	3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service. <i>Note: The client and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)</i>	None	10 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form <i>TSU-FTR-SF-30</i> to the client.	None	2 hours	<i>Director, Department Head, Staff</i> Food Technology and Research Center
5. Fill-out the Target Product Specification Form <i>TSU-FTR-SF-30</i> and submit to Food Technology	5. Accepts and checks the completeness of the submitted documents. <i>Note: If submitted form is</i>	None	5 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center



and Research Center.	<i>improperly filled out, return and inform the lacking.</i>			
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	<i>Director, Department Head, Staff</i> Food Technology and Research Center
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement	None	5 working days	Office of the University President, Office of Vice President for Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form <i>TSU-URO-SF-01</i> according to <i>TSU-FTR-SF-30</i> .	None	5 working days	<i>Director, Department Head, Staff</i> Food Technology and Research Center
7. Review the research proposal using the External Client Review Form <i>TSU-FTR-SF-31</i> .	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	<i>Department Head, Staff</i> Food Technology and Research Center



8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through in-person training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Food Technology and Research Center
TOTAL IF SUBMITTED TO RECORDS AND ARCHIVES UNIT:		None	9 Working Days	
TOTAL IF SUBMITTED TO THE DIRECTOR'S OFFICE:		None	34 Working Days, 3 Hours & 45 Minutes	



3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging and co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR INTERNAL CLIENTS				
1. For Internal Client: Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (1 Original Copy or 1 Electronic Copy) with the following information. • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or download at https://tinyurl.com/TSUCFTRSF06		
2. For Students: Certificate of Registration (COR) (1 Original Copy or 1 Photocopy)		The client will provide		
B. FOR EXTERNAL CLIENTS				
1. Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (1 Original Copy or 1 Electronic Copy) with the following information. • Full Name of the Client/ Requestor • Products and Services • Contact Number • SFS Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or download at https://tinyurl.com/TSUCFTRSF13		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Food	1.1 Receives and verifies the completeness of the submitted documents. <i>Note: If submitted documents are incomplete and</i>	None	5 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center



Technology and Research Center. For External Client: Submit the duly accomplished documents to the Food Technology and Research Center.	<i>improperly filled out, return and inform the lacking.</i>			
	1.2 Assessment of Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory Supervisor in-charge who will assist the client.	None	15 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center
	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center
2. Receive notification on the approved Shared Facility Service request.	2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date. <i>Note: Incase the request is disapproved,</i>	None	15 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center



	<i>they will be notified regarding the available dates for rescheduling of their request.</i>			
	<i>Note: Client must come on the scheduled time and date.</i>			
3. For Internal Client: Confirm the available schedule for the Shared Facility Service Request and submit a copy of Certificate of Registration to Food Technology and Research Center. For External Client: Confirm the available schedule for the Shared Facility Service Request.	3.1 For Internal Client: Receives and verifies the submitted Certificate of Registration. <i>Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.</i>	None	5 minutes	<i>Unit Head & Staff</i> Food Technology and Research Center
	For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.	None	30 minutes	<i>Director, Unit Head & Staff</i> Food Technology and Research Center
	3.2 For External Client: Requests for transaction number to	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and



	accounting office and send details of payment to the client thru email.			Research Center
4. For External Client: Pay at the Cashiering unit of the University and submit the Official Receipt to the Center for Food Technology and Research Center	4. For External Client: Receives and verifies the Official Receipt.	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable) Discount MSMEs = 15% External Student, Researcher, and Faculty = 10% *Please see SFS Brochure for the list of machine and equipment hourly rates)	15 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	<i>Staff</i> Food Technology and Research Center



	5.2 Signs the Rendered Service Form as evidence that the services have been rendered and finished.	None	15 minutes	Staff Food Technology and Research Center
TOTAL FOR INTERNAL CLIENTS:		None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR EXTERNAL CLIENTS:		SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)	3 Working Days, 2 Hours & 20 Minutes	

APPENDIX 1.

RESEARCH AND DEVELOPMENT SERVICES

The FTRC aims to generate reliable, relevant, and timely knowledge and technologies addressing local and global food issues such as food security, hunger, malnutrition, food wastage and food safety though:

- Innovation of existing products
- Product development
- Material value-addition
- Enrichment
- Fortification of foods
- Improvement food systems, and
- Development of sustainable food chains

SHARED FACILITY SERVICES (SFS)

The FTRC has an up-to-date and state-of-the-art processing and analytical laboratories, classrooms, and training rooms to provide quality experience to the users. The facilities and equipment also provide an avenue for collaboration to other institutions. The center will ensure that the facility and the other resources are being maximized through a systematic sharing of the facility researchers, students and other FTRC clients (i.e., outside-researchers, food manufacturers, sector of community, etc.)

PRODUCTION AND MARKETING SERVICES (PMS)

The FTRC aims to produce and commercialize products from the food research and development projects of the faculty researchers. This will provide an avenue for showcasing the newly developed and innovated products of the University. The FTRC has a store in the facade of the building where customers can avail the TSU's food products.

SERVICES

The center aims to obtain all the necessary equipment for the testing of the physical, chemical, microbiological, and sensory properties to ensure the quality and safety, and standardization of food products produced by the researchers and the FTRC clients (students and food manufacturers). The analytical services will include the following:

- Food Composition Analysis
- Physico-chemical Analysis
- Microbiological Analysis Services
- Sensory Evaluation Services
- Product Shelf-life Testing Services

SCHEDULE OF FEES

FOOD PROCESSING FACILITY

MACHINE / EQUIPMENT	CAPACITY	SFS FEE per hour
FISH AND MEAT PROCESSING		
Smokehouse Oven	30Kg - Meat, Fish, Poultry	PhP 120.00
	20Kg - Fruits, Vegetables	
Food Dehydrator	8Kg - Meat, Fish, Poultry	PhP 80.00
	5Kg - Fruits, Vegetable	
Meat Grinder	30 Kilograms	PhP 120.00
Meat Slicer	20 Kilograms	PhP 120.00
Bowl Chopper	30 Kilograms	PhP 125.00
Sausage Linker	30 Kilograms	PhP 103.00
Sausage Stuffer	30 Kilograms	PhP 110.00
FRUITS AND VEGETABLES PROCESSING		
Vegetable Cutter	10Kg - Fruits, Vegetables	PhP 103.00
Noodle Maker	30Kg - Fruits, Vegetables	PhP 97.00
Pulverizer (hammer mill)	30Kg - Fruits, Vegetables/ Dried	PhP 110.00
Pasteurizer	50 Liter	PhP 190.00
BAKING AREA		
Industrial Mixer	20Kg/ Hr	PhP 95.00
Industrial Gas Type Oven	8Kg/ Hr	PhP 210.00
Industrial Type Electric-Gas Oven (2-door)	6Kg/ Hr	PhP 186.00
PACKAGING MACHINE/ EQUIPMENT		
Vacuum Packaging	180 packs/ Hr	PhP 125.00
Continuous Band Sealer	600 packs/ Hr	PhP 120.00
Impulse Sealer	900 packs/ Hr	PhP 120.00
Impulse Sealer (Pedal type)	1200 packs/ Hr	PhP 125.00
Vertical Form-Fill-Seal Machine	7500 packs/ Hr	PhP 150.00
FOOD ANALYTICAL SERVICES		
Sensory Evaluation	Analytical and Affective Method	Scientific method to evoke, measure, analyse, and interpret those responses to products as perceived through the senses of sight, smell, touch, taste, and hearing
Shelf-life Determination	Analytical and Affective Method	Can help determine how long the product, under normal handling and storage, can maintain its taste, quality, microbial, chemical, and physical properties, remain wholesome, and meet the nutritional claims and declarations that are printed on the label

ANALYTE/ ANALYSIS	METHOD	TESTING FEE (PhP)
CHEMICAL & PHYSICO-CHEMICAL ANALYSIS		
Moisture	Thermo-gravimetric	390.00
pH	AQAC 98112	280.00
Water Activity	Water Activity Meter	350.00
Total Titrolable Acidity	Titrimetric	510.00
Peroxide Value	Titrimetric	570.00
Free Fatty Acid	Titrimetric	475.00
Brix Reading	Refractometer	270.00
Color	Colorimetry	360.00
Crude Fat	Solvent Extraction	920.00
Crude Protein	Kjeldahl	950.00
Ash	Gravimetric	530.00
Turbidity	Nephelometric	280.00
Conductivity	Conductivity Meter	280.00
Filth	Microscopy	390.00
Temperature	Thermometer-SMEWW	190.00
Total Kjeldahl Nitrogen	Kjeldahl Digestion	910.00
MICROBIOLOGICAL ANALYSIS		
Aerobic Plate Count	Pour Plate	530.00
Total Coliform Count	Pour Plate, MPN	530.00
E. coli Count	MPN	950.00
Molds and Yeast Count	Spread Plate	530.00
Salmonella sp. Detection	Conventional	950.00
Staphylococcus aureus Count	Spread Plate	760.00
Environmental Swabbing	Luminometer - ATP Monitoring System	530.00
Air Sampling	Sedimentation	530.00



Office of Innovation and Business Development

External Services



1. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form TSU-IBD-SF-01 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF01		
2. Mark to be Registered (1 Electronic Copy)		The client will provide		
3. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Service Request Form (TSU-IBD-SF-01) to the Records and Archives Unit – Administration Building, Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Rights Management Department
2. Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
3. Attend the negotiation of Memorandum of Agreement in the scheduled date or online via Zoom meeting.	3. Facilitates the negotiation meeting, completes details of the Memorandum of Agreement, and informs client on	None	1 working day	Head/Staff Intellectual Property Rights Management Department



	the schedule of signing of Memorandum of Agreement.			
4. Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	4. Prepares and have the Memorandum of Agreement signed by all parties involved. <i>Note: Once the Memorandum of Agreement has been duly signed, have it notarized.</i>	None	1 working day	Staff Intellectual Property Rights Management Department
5. Submit a copy of mark/s to be registered to the Office of Office of Innovation and Business Development via email at oibd@tsu.edu.ph .	5. Receives the submitted mark/s to be registered, files trademark application and submits documentary requirements online via https://www.ipophil.gov.ph/etm-file-trademark/	None	1 hour	Head/Staff Intellectual Property Rights Management Department
6. Receive the online payment link.	6. Receives and sends the Intellectual Property Office of the Philippines (IPOP HL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7. Pay corresponding filing fees and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	7.1 Receives Official Receipt for trademark application via email or FB Messenger.	<i>Refer to the table below</i>	7 working days	Head/Staff Intellectual Property Rights Management Department
	7.2 Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
	7.3 Processes the payment for Issuance of Certificate of Registration and Second Publication Fee.	None	30 minutes	Head/Staff Intellectual Property Rights Management Department
8. Pay corresponding Issuance of the Certificate of	8.1 Receives and sends the Intellectual Property Office of	None	5 minutes	Head/Staff Intellectual Property Rights



Registration and Second Publication Fee and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	the Philippines (IPOP HL) payment link to the client.			Management Department
	8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	<i>Refer to the table below</i>	2 months	<i>Head/Staff</i> Intellectual Property Rights Management Department
	8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
9. Receive a copy of the certificate of registration through email or personal delivery.	9. Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOP HL), sends it to the client through email or personal delivery, and files records generated relative to the request.	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
TOTAL:		Refer to Table Below	11 Months, 10 Working Days, and 2 Hours	

**Trademark Assistance is covered under R.A. 8293.*

Note: This is a multi-stage process. The IPOP HL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of trademark applications to IPOP HL.

TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

**Small entity: with 100M worth of assets or less | *Big entity: with more than 100M worth of assets*

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



2. Processing of Requests for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form TSU-IBD-SF-01 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF01		
2. Duly Signed Deed of Transfer and Assignment of Technology Ownership TSU-IBD-SF-09 (5 Original Copies)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF09		
3. Inventor's/Author's Profile Form TSU-IBD-SF18 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF18		
4. ID with 3 Specimen Signatures (3 Photocopies)		The client will provide		
5. Creative works to be Registered (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Service Request Form (TSU-IBD-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives from the Office of the Vice President for Research, Development, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Rights Management Department
2. Submit accomplished and duly signed Deed of Transfer and Assignment of Technology Ownership (TSU-IBD-SF-09) to the Office of Innovation and Business	2.1 Receives and facilitates notarization of the forms submitted requirements.	None	1 working day	Staff Intellectual Property Rights Management Department
	2.2 Files copyright deposit and submits documentary requirements	None	20 minutes	Head/Staff Intellectual Property Rights Management Department



Development – Villa Lucinda Campus.	online via csd@ipophl.gov.ph			
3. Receive the online payment link.	3. Receives and sends the Intellectual Property Office of the Philippines (IPOP HL) payment link to the client.	None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
4. Pay corresponding filing fees and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	4.1 Receives Official Receipt for trademark application via email or FB Messenger.	PHP 909.00	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
	4.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
	4.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOP HL).	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
	4.4 Submits hardcopy requirements to the Intellectual Property Office of the Philippines (IPOP HL).	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
5. Receives the Copyright Deposit Certificate.	5.1 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
	5.2 Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated relative to the request.	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
TOTAL:		PHP 909.00	1 Month, 6 Working Days, & 40 Minutes	



**Copyright deposit assistance is covered under RA 8293.*

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of copyright deposit to IPOPHL.



3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD–TLD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-IBD-SF-01</i> (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF01		
2. Valid ID with Three (3) Specimen Signatures (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head or Staff</i> Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department



3.	For Technology Transfer: Attend negotiation meeting online or face-to-face.	3. For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	<i>Director</i> Office of Innovation and Business Development
	For Commercial-ization: Attend series of meeting together with Department of Science and Technology (DOST).	For Commercial-ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	<i>Director, Head, & Staff</i> Office of Innovation and Business Development
4.	For Technology Transfer: Receive notification regarding the scheduled signing of Non-exclusive Licensing Agreement.	4. For Technology Transfer: Informs the client on the schedule of signing of Non-exclusive Licensing Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department
	For Commercial-ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.	For commercial-ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	<i>Director, Head, & Staff</i> Office of Innovation and Business Development
5.	Attend on the scheduled signing of agreement.	5. Facilitates signing of license agreement; or technology transfer arrangement, Intellectual Property (IP) transfer, and	None	2 working days	<i>Director, Head, & Staff</i> Office of Innovation and Business Development



	notarizing of the signed agreement.			
6. For commercial-ization: Pay licensing fee to Tarlac State University (TSU) <i>Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.</i>	6. For commercial-ization: Receives and process the payment	<i>*Licensing and Royalty fees will depend on the negotiated licensing agreement</i>	1 working day	Staff Cashiering Unit
7. Receive copy of Technology Licensing Agreement	7. Provides copy of Technology Licensing Agreement and files the copy of the office.	None	1 hour	Staff Technology Licensing Department
TOTAL FOR TECHNOLOGY TRANSFER:		None	4 Working Days, 1 Hour & 35 Minutes	
TOTAL FOR COMMERCIALIZATION:		Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes	

**Technology Transfer and commercialization Assistance is covered under RA 10055*

Note: This service is a multi-stage process. The Office of Innovation and Business Development is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



4. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division:		Office of Innovation and Business Development (OIBD)		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Use University Trademarks Form TSU-IBD-SF-15 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF15		
2. Mock-up for Each Design (1 Original Copy)		The client will provide		
3. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Innovation and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head, Staff</i> Office of Innovation and Business Development
2. For Approved Requests: Receive notification on the schedule of negotiation and signing of the Licensing Agreement via message/ call. For Disapproved Requests:	2. Notifies the client of the result of the evaluated request through the available platform. If approved, Notifies the client on the schedule of negotiation and signing of the Licensing Agreement via message/ call. If disapproved, Notifies the client	None	5 minutes	<i>Staff</i> Office of Innovation and Business Development



Receive notification on the schedule of a meeting regarding the proposal modification via message/ call.	on the schedule of meeting via message/ call.			
3. For Approved Requests: Attend negotiation and sign the Licensing Agreement. For Disapproved Requests: Attend meeting to modify the proposal and sign the Licensing Agreement.	3.1 For Approved Requests: Negotiates and completes the licensing agreements. For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.	<i>Depends on the Negotiated Licensing Agreement</i>	2 working days	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
4. Receives assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
5. Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
TOTAL:		Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	



Note: As per Office of Innovation and Business Development (OIBD) Manual Chapter 9: University Trademark Policy, “License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes”. The table below shall be the basis for the computation of license fee.

License Fees	
For Student Councils and University-based Organizations:	a. 3% for the 1st Php50,000 net sales;
	b. 2% for the next Php25,000 net sales,
	c. 1% for the succeeding net sales.
For College-based Organizations:	a. 2% for the 1st Php50,000 net sales;
	b. 1% for the succeeding net sales.
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.



Office of Innovation and Business Development

Internal Services



1. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form TSU-IBD-SF-01 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF01		
2. Mark to be Registered (1 Electronic Copy)		The client will provide		
3. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Service Request Form (TSU-IBD-SF-01) to the Records and Archives Unit – Administration Building, Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Rights Management Department
2. Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
3. Attend the negotiation of Memorandum of Agreement in the scheduled date or online via Zoom meeting.	3. Facilitates the negotiation meeting, completes details of the Memorandum of Agreement, and informs client on	None	1 working day	Head/Staff Intellectual Property Rights Management Department



	the schedule of signing of Memorandum of Agreement.			
4. Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	4. Prepares and have the Memorandum of Agreement signed by all parties involved. <i>Note: Once the Memorandum of Agreement has been duly signed, have it notarized.</i>	None	1 working day	Staff Intellectual Property Rights Management Department
5. Submit a copy of mark/s to be registered to the Office of Office of Innovation and Business Development via email at oibd@tsu.edu.ph .	5. Receives the submitted mark/s to be registered, files trademark application and submits documentary requirements online via https://www.ipophil.gov.ph/etm-file-trademark/	None	1 hour	Head/Staff Intellectual Property Rights Management Department
6. Receive the online payment link.	6. Receives and sends the Intellectual Property Office of the Philippines (IPOP HL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7. Pay corresponding filing fees and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	7.1 Receives Official Receipt for trademark application via email or FB Messenger.	<i>Refer to the table below</i>	7 working days	Head/Staff Intellectual Property Rights Management Department
	7.2 Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
	7.3 Processes the payment for Issuance of Certificate of Registration and Second Publication Fee.	None	30 minutes	Head/Staff Intellectual Property Rights Management Department
8. Pay corresponding Issuance of the Certificate of	8.1 Receives and sends the Intellectual Property Office of	None	5 minutes	Head/Staff Intellectual Property Rights



Registration and Second Publication Fee and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	the Philippines (IPOP HL) payment link to the client.			Management Department
	8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	<i>Refer to the table below</i>	2 months	<i>Head/Staff</i> Intellectual Property Rights Management Department
	8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
9. Receive a copy of the certificate of registration through email or personal delivery.	9. Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOP HL), sends it to the client through email or personal delivery, and files records generated relative to the request.	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
TOTAL:		Refer to Table Below	11 Months, 10 Working Days, and 2 Hours	

**Trademark Assistance is covered under R.A. 8293.*

Note: This is a multi-stage process. The IPOP HL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of trademark applications to IPOP HL.

TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

**Small entity: with 100M worth of assets or less | *Big entity: with more than 100M worth of assets*

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



2. Processing of Requests for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form TSU-IBD-SF-01 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF01		
2. Duly Signed Deed of Transfer and Assignment of Technology Ownership TSU-IBD-SF-09 (5 Original Copies)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF09		
3. Inventor's/Author's Profile Form TSU-IBD-SF18 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF18		
4. ID with 3 Specimen Signatures (3 Photocopies)		The client will provide		
5. Creative works to be Registered (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Service Request Form (TSU-IBD-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives from the Office of the Vice President for Research, Development, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Rights Management Department
2. Submit accomplished and duly signed Deed of Transfer and Assignment of Technology Ownership (TSU-IBD-SF-09) to the Office of Innovation and Business	2.1 Receives and facilitates notarization of the forms submitted requirements.	None	1 working day	Staff Intellectual Property Rights Management Department
	2.2 Files copyright deposit and submits documentary requirements	None	20 minutes	Head/Staff Intellectual Property Rights Management Department



Development – Villa Lucinda Campus.	online via csd@ipophl.gov.ph			
3. Receive the online payment link.	3. Receives and sends the Intellectual Property Office of the Philippines (IPOP HL) payment link to the client.	None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
4. Pay corresponding filing fees and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	4.1 Receives Official Receipt for trademark application via email or FB Messenger.	PHP 909.00	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
	4.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
	4.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOP HL).	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
	4.4 Submits hardcopy requirements to the Intellectual Property Office of the Philippines (IPOP HL).	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
5. Receives the Copyright Deposit Certificate.	5.1 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
	5.2 Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated relative to the request.	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
TOTAL:		PHP 909.00	1 Month, 6 Working Days, & 40 Minutes	

**Copyright deposit assistance is covered under RA 8293.*



Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of copyright deposit to IPOPHL.



3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD–TLD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-IBD-SF-01</i> (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF01		
2. Valid ID with Three (3) Specimen Signatures (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	<i>Director/ Department Head</i> Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	<i>Head or Staff</i> Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department

3.	For Technology Transfer: Attend negotiation meeting online or face-to-face.	3. For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	<i>Director</i> Office of Innovation and Business Development
	For Commercial-ization: Attend series of meeting together with Department of Science and Technology (DOST).	For Commercial-ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	<i>Director, Head, & Staff</i> Office of Innovation and Business Development
4.	For Technology Transfer: Receive notification regarding the scheduled signing of Non-exclusive Licensing Agreement.	4. For Technology Transfer: Informs the client on the schedule of signing of Non-exclusive Licensing Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department
	For Commercial-ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.	For commercial-ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	<i>Director, Head, & Staff</i> Office of Innovation and Business Development
5.	Attend on the scheduled signing of agreement.	5. Facilitates signing of license agreement; or technology transfer arrangement, Intellectual Property (IP) transfer, and	None	2 working days	<i>Director, Head, & Staff</i> Office of Innovation and Business Development



	notarizing of the signed agreement.			
6. For commercial-ization: Pay licensing fee to Tarlac State University (TSU) <i>Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.</i>	6. For commercial-ization: Receives and process the payment	<i>*Licensing and Royalty fees will depend on the negotiated licensing agreement</i>	1 working day	Staff Cashiering Unit
7. Receive copy of Technology Licensing Agreement	7. Provides copy of Technology Licensing Agreement and files the copy of the office.	None	1 hour	Staff Technology Licensing Department
TOTAL FOR TECHNOLOGY TRANSFER:		None	4 Working Days, 1 Hour & 35 Minutes	
TOTAL FOR COMMERCIALIZATION:		Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes	

**Technology Transfer and commercialization Assistance is covered under RA 10055*

Note: This service is a multi-stage process. The Office of Innovation and Business Development is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



4. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division:	Office of Innovation and Business Development (OIBD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Use University Trademarks Form TSU-IBD-SF-15 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/OIBDSF15		
2. Mock-up for Each Design (1 Original Copy)		The client will provide		
3. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Innovation and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head, Staff Office of Innovation and Business Development
2. For Approved Requests: Receive notification on the schedule of negotiation and signing of the Licensing Agreement via message/ call. For Disapproved Requests:	2. Notifies the client of the result of the evaluated request through the available platform. If approved, Notifies the client on the schedule of negotiation and signing of the Licensing Agreement via message/ call. If disapproved, Notifies the client on the schedule of	None	5 minutes	Staff Office of Innovation and Business Development



Receive notification on the schedule of a meeting regarding the proposal modification via message/ call.	meeting via message/ call.			
3. For Approved Requests: Attend negotiation and sign the Licensing Agreement. For Disapproved Requests: Attend meeting to modify the proposal and sign the Licensing Agreement.	3.1 For Approved Requests: Negotiates and completes the licensing agreements. For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.	<i>Depends on the Negotiated Licensing Agreement</i>	2 working days	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
4. Receives assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
5. Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	<i>Director, Department Heads, & Staff Office of Innovation and Business Development</i>
TOTAL:		Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	



Note: As per Office of Innovation and Business Development (OIBD) Manual Chapter 9: University Trademark Policy, “License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes”. The table below shall be the basis for the computation of license fee.

License Fees	
For Student Councils and University-based Organizations:	a. 3% for the 1st Php50,000 net sales;
	b. 2% for the next Php25,000 net sales,
	c. 1% for the succeeding net sales.
For College-based Organizations:	a. 2% for the 1st Php50,000 net sales;
	b. 1% for the succeeding net sales.
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.



Office of University Extension Service

External Services



1. Processing of Request for Extension Documents

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division:		Office of University Extension Service (OUES)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail:		Faculty, Students, Partner-Beneficiaries, State Universities and Colleges, Guests		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Extension Document Request Form <i>TSU-OES-SF-23</i> (2 Original Copies)		Downloadable from TSU Website https://www.tsu.edu.ph/media/yamaha4px/sf23-extension-document-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form at the Office of University Extension Service – Lucinda Campus.	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews the submitted request form.	None	10 minutes	<i>Department Head</i> Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> Office of University Extension Service
2. Receive the approval/ disapproval notification.	2. Notifies the requesting person about the result of request.	None	1 working day	<i>Department Head</i> Office of University Extension Service
3. Receive or claim the requested extension documents (if approved).	3. Serves the request upon approval.	None	1 working day	<i>Clerk</i> Office of University Extension Service
TOTAL:		None	2 Working Days & 25 Minutes	



Office of University Extension Service

Internal Service



1. Processing of Request for Extension Documents

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division:		Office of University Extension Service (OUES)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail:		Faculty, Students, Partner-Beneficiaries, State Universities and Colleges, Guests		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Extension Document Request Form <i>TSU-OES-SF-23</i> (2 Original Copies)		Downloadable from TSU Website https://www.tsu.edu.ph/media/yamaha4px/sf23-extension-document-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form at the Office of University Extension Service – Lucinda Campus.	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews the submitted request form.	None	10 minutes	<i>Department Head</i> Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> Office of University Extension Service
2. Receive the approval/ disapproval notification.	2. Notifies the requesting person about the result of request.	None	1 working day	<i>Department Head</i> Office of University Extension Service
3. Receive or claim the requested extension documents (if approved).	3. Serves the request upon approval.	None	1 working day	<i>Clerk</i> Office of University Extension Service
TOTAL:		None	2 Working Days & 25 Minutes	



Office of University Research Development

External Services



1. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

Office or Division:	Office of the University Research Development- Data Analytics Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Undergraduate Students (Type A Clients) TSU Master's Degree Students (Type B Clients) TSU Doctoral Degree Students (Type C Clients) Other interested institutions/agencies (Type D Clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Turnitin Run Request Form <i>TSU-ORD-SF-45</i> (1 Original Copy)		Office of Research Development or download at https://www.tsu.edu.ph/media/1bofemib/tsu-ord-sf-45-turnitin-run-request-form-1.docx		
2. Accomplished Declaration on Responsible Use of Artificial Intelligence in Research Form <i>TSU-ORD-SF-82</i> (1 Original Copy)		Office of Research Development or download at https://tsu.edu.ph/media/215kws0/tsu-ord-sf-82-declaration-on-responsible-use-of-artificial-intelligence-in-research-rev00.docx		
3. Official Receipt of Payment for Test of Similarity Index/ Turnitin (1 Duplicate/ 1 Photocopy) *Refer to the table below for charges		TSU Cashiering Unit		
4. Manuscript/Article in .docx or .pdf Format (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the manuscript (Chapters 1 to 5) together with the other requirements to ursc@tsu.edu.ph	1. Receives and checks the completeness of submitted documents	None	30 minutes	Head Data Analytics Unit
2. Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper for reference.	2. Uploads the manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university	None	2 working days	Head Data Analytics Unit



	allowable similarity index (ASI) (%), informs the client via email. And gives a copy of the scanned paper for reference.			
3. Receives the Certificate of Compliance (via email)	3. Release and send the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email). Note: If the manuscript/ article still did not pass the ASI on the 5th attempt, the client will repeat the process from Step 1. Type A Client: Have three chances to run the Turnitin for a one-time payment. Type B, C, and D Clients: Have two chances to run the Turnitin for a one-time payment.	None	30 minutes	Head Data Analytics Unit
TOTAL:		Refer to the table below for charges	2 Working Days & 1 Hour	



List of Payment		
Type A	TSU Undergraduate Students	PHP 150.00
Type B	TSU Master's Degree Students	PHP 250.00
Type C	TSU Doctoral Degree Students	PHP 350.00
Type D	Other interested institutions/agencies	PHP 500.00



2. Processing of Request for Water Analysis and Other Laboratory Services for External Client(s)

The service allows external clients to avail physico-chemical, microbiological analyses of drinking water and wastewater samples and use of certain laboratory equipment(s).

Office or Division:	Office of the University Research Development (OURD) Analytical Testing Laboratory (ATL)			
Classification:	For Use of Equipment Request(s): Complex For Laboratory Analysis Request(s): Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	Any Interested Individual(s) (non-TSU) – Type A Client(s) Undergraduate Students with Approved Request Letter (High School and College) – Type C Client(s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Type A Client/s – Accomplished Request for Analysis / Use of Equipment Form (TSU-ATL-SF-01) (1 Original Copy) Accomplished Billing Form (TSU-ATL-SF-02) (1 Original copy)		Analytical Testing Laboratory Analytical Testing Laboratory		
2. For Type C Client/s – Endorsement / Action Form (TSU-OUP-SF-09) (1 Original Copy) with attached Approved Request Letter Accomplished Request for Analysis / Use of Equipment Form (TSU-ATL-SF-01) (1 Original Copy) For request/s with fees (see list): Accomplished Billing Form (TSU-ATL-SF-02) (1 Original copy) For request/s without approved fees: Approved Request for Free Laboratory Service(s) Form (TSU-ATL-SF-03) (1 Original Copy)		OUP / VPRIE / VPAA / OURD Analytical Testing Laboratory Analytical Testing Laboratory Analytical Testing Laboratory		
3. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Analytical Testing Laboratory	1. Attends initial meetings with the client(s) to discuss the	None	2 hours	Personnel(s) Analytical Testing Laboratory



facility for an initial meeting or through online platforms (MS Teams, Zoom Teleconferencing, Google Meet).	specifics of the request and other necessary requirements for the requested laboratory analysis or laboratory service(s) and logs the client(s)' name onto the Laboratory Analyses / Services Log (TSU-ATL-SF-04).			
2. If approved: Receive a notification to proceed to the next step. If Disapproved: Receive a notification of the disapproval of the request in person, online, or by email.	2. Reviews the request and executes appropriate actions (Approval or Disapproval of request). If approved: Advise client(s) to proceed to the next step. If Disapproved: Sends notification of disapproval through online/ email or informs clients in person.			
3. File the Request for Analysis / Use of Equipment (TSU-ATL-SF-01) and Billing Form (TSU-ATL-SF-02) or Request for Free Laboratory Service(s) Form (TSU-ATL-SF-03).	3.1 Receives the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and delivery procedures.	None	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory
	3.2 Reviews the Request for Analysis / Use of Equipment, assign	None	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory



	necessary Job # and Sample #s to each sample, and calculate total amount-to-be-paid for analysis (For request(s) with approved fees).			
	3.3 Send a summary of fees to the Accounting Office via MS Teams or email for Fee Assessment. (For request(s) with approved fees).	None	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory
	3.4 Assess the requested laboratory services (For request(s) with approved fees)	None	4 hours	<i>In-charge of Assessment</i> Accounting Unit
4	Pay assessed laboratory analysis and/or laboratory service fees at the Cashier, photocopy the receipt or scan the official receipt and send it thru email: atlnprc@tsu.edu.ph .	4. Accepts, reviews, and archives the photocopy of the receipt or the e-copy of the receipt. Schedule the submission of samples of the Client(s) (through face-to-face meeting or through email)	Number of Samples x Fees for each Service <i>* Table of fees attached</i>	30 minutes <i>Personnel(s)</i> Analytical Testing Laboratory
5	Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels. Samples must be delivered to the laboratory immediately after sampling.	5.1 Receives and reviews the samples.	None	30 minutes <i>Personnel(s)</i> Analytical Testing Laboratory
		5.2 Labels each sample with assigned laboratory sample number.	None	1 hour <i>Personnel(s)</i> Analytical Testing Laboratory

Properly sampling procedures MUST also be followed. Physico-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, ≥1000mL) and are securely capped. Microbiology samples must be placed in a sterilized-sample bags (≥400mL). Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	10 working days maximum for laboratory analysis requests and/or 4 days maximum for use of equipment requests (Note: 1 day per requested analysis or 2 days per spectrophotometric analysis requested. For water potability analysis request(s), 4 consecutive days are required).	<i>Personnel(s)</i> Analytical Testing Laboratory
	5.4 Fill out necessary analysis forms with results from the analyses and/or laboratory services (not applicable for use of equipment request(s)).	None	1 working day	<i>Personnel(s)</i> Analytical Testing Laboratory
	5.5 Rechecks and encodes the results in the Results of the Analyses (not applicable for use of equipment request(s)).	None	6 hours	<i>Personnel(s)</i> Analytical Testing Laboratory
	5.6 Print and sign the Results of the Analyses (TSU-ATL-SF-11 for Physico-chemical tests and/or TSU-ATL-SF-12 for microbiological test(s), not applicable for	None	1 hour	<i>Personnel(s)</i> Analytical Testing Laboratory



	use of equipment request(s)).			
6 Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through face-to-face meeting or receive a scanned copy through email (not applicable for use of equipment request(s)).	6. Release the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s) (not applicable for use of equipment request(s)).	None	1 hour	<i>Personnel(s)</i> Analytical Testing Laboratory
TOTAL FOR USE OF EQUIPMENT REQUEST(S)		Number of Samples x Fees for each Service * Table of fees attached	4 Working Days, 9 Hours & 30 minutes	
TOTAL FOR LABORATORY ANALYSIS REQUEST(S)			11 Working Days, 7 Hours & 30 Minutes	

Note: One working day is equivalent to 10 hours.

This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



TSU-ATL-NPRC
Schedule of Analysis and Services Fees
(Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C CLIENTS
PHYSICO-CHEMICAL			
Color (Apparent)	₱ 150.00	₱ 135.00	₱ 127.50
Color (True)	₱ 200.00	₱ 180.00	₱ 170.00
Turbidity	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Conductivity	₱ 150.00	₱ 135.00	₱ 127.50
Total Suspended Solids (TSS)	₱ 450.00	₱ 405.00	₱ 382.50
Total Dissolved Solids (TDS, Electrometric)	₱ 100.00	₱ 90.00	₱ 85.00
Total Solids	₱ 450.00	₱ 405.00	₱ 382.50
Total Hardness	₱ 500.00	₱ 450.00	₱ 425.00
Calcium Hardness	₱ 400.00	₱ 360.00	₱ 340.00
Chlorosity	₱ 300.00	₱ 270.00	₱ 255.00
Salinity	₱ 300.00	₱ 270.00	₱ 255.00
Total Alkalinity	₱ 400.00	₱ 360.00	₱ 340.00
P-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
M-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
Hydroxides	₱ 250.00	₱ 225.00	₱ 212.50
Carbonates	₱ 250.00	₱ 225.00	₱ 212.50
Bicarbonates	₱ 250.00	₱ 225.00	₱ 212.50
Total CO ₂	₱ 250.00	₱ 225.00	₱ 212.50
Free CO ₂	₱ 250.00	₱ 225.00	₱ 212.50
Chloride	₱ 400.00	₱ 360.00	₱ 340.00
Sulfate	₱ 600.00	₱ 540.00	₱ 510.00
Phosphorus	₱ 350.00	₱ 315.00	₱ 297.50
Chromium hexavalent	₱ 500.00	₱ 450.00	₱ 425.00
Wastewater-COD	₱ 950.00	₱ 855.00	₱ 807.50
Dissolved Oxygen	₱ 200.00	₱ 180.00	₱ 170.00
Oil and Grease	₱ 1,000.00	₱ 900.00	₱ 850.00
Microbiological			
<i>E. coli</i>	₱ 500.00	₱ 450.00	₱ 425.00



Total Coliforms	₱ 500.00	₱ 450.00	₱ 425.00
Fecal coliforms	₱ 500.00	₱ 450.00	₱ 425.00
Total Plate Count	₱ 500.00	₱ 450.00	₱ 425.00
Water Potability	₱ 700.00	₱ 630.00	₱ 595.00
Sterilized bottle	₱ 65.00	₱ 58.50	₱ 55.25
Use of Equipment			
Incubator (per hour)	₱ 5.00	₱ 4.50	₱ 4.25
Autoclave (per hour)	₱ 60.00	₱ 54.00	₱ 51.00
Furnace (per hour)	₱ 150.00	₱ 135.00	₱ 127.50
Oven (per hour)	₱ 24.00	₱ 21.60	₱ 20.40
Laminar Flow Hood (per hour)	₱ 20.00	₱ 18.00	₱ 17.00



Office of University Research and Development

Internal Services



1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed of by TSU faculty and non-teaching personnel whose research has been published and cited in Scopus, ISI, Thompson Reuters, and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output at regional, national, and international conferences, including awards from conferences, are eligible for the grant of research output incentives.

The services also increase the research publication and presentation outputs of TSU. The university shoulders the registration fee of researchers who will present at international, national, and regional conferences and forums, as well as the publication fee for research that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters, and other refereed journals.

Office or Division:	Office of University Research and Development – Research Publication, Information and Communication Unit (RPICU)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	TSU Faculty Researchers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. For Request for Research Output Incentives		
A. FOR PUBLICATION INCENTIVE		
1. Accomplished Request for Incentive of Research Publication <i>TSU-ORD-SF-56</i> (3 Original Copies)	Office University Research and Development or download at https://tsu.edu.ph/media/tm2ndx3m/tsu-ord-sf-56-request-for-incentive-of-research-publication.docx	
2. Journal Article Including Cover Page (Triplicate Copies)	The client will provide	
3. Copyright Page (Triplicate Copies)		
4. Editorial Board and Table of Contents of the Journal (Triplicate Copies)		
5. <i>If the paper has multiple TSU authors</i> , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> – (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx	
B. FOR CITATION INCENTIVE		
1. Accomplished Request for Incentive of Research Citation <i>TSU-ORD-SF-54</i> (3 Original Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/djsjxyye/tsu-ord-sf-54-request-for-incentive-of-research-citation-1.docx	
2. Copy of the citing article (Triplicate Copies)	The client will provide	
3. <i>If the paper has multiple TSU</i>	Office of University Research and Development or download at	



authors , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> (Triplicate Copies)	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx
C. FOR PRESENTATION INCENTIVE	
1. Accomplished Request for Incentive of Research Presentation <i>TSU-ORD-SF-55</i> - (3 Original Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/jlvd0e2v/tsu-ord-sf-55-request-for-incentive-of-research-presentation-1.docx
2. Copy of the paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation (Triplicate Copies)	
4. Program of the Conference (Triplicate Copies)	
5. Certificate of Appearance (Triplicate Copies)	
6. Certificate of participation (Triplicate Copies)	
7. Travel order (If applicable) (Triplicate Copies)	
6. If the paper has multiple TSU authors , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx
D. FOR WINNERS IN A RESEARCH COMPETITION/ORAL PRESENTATION	
1. Accomplished Request for Incentive as Winner in Research Competition / Presentation <u>Form</u> <i>TSU-ORD-SF-57</i> (3 original copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/5jopoax0/tsu-ord-sf-57-request-for-incentive-as-winner-in-research-competition_presentation.docx
2. Copy of the Paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation (Triplicate Copies)	
4. Program of the conference (Triplicate Copies)	
5. Certificate of appearance (Triplicate Copies)	
6. Certificate of recognition (Triplicate Copies)	
7. If the paper has multiple TSU authors , Accomplished Authors' Consent Form <i>TSU-ORD-SF-49</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx
II. For Funding Request for Research Paper Presentation and Research Publication	
A. FOR FUNDING OF RESEARCH PRESENTATION	
1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-research-presentation.docx



	42-request-for-funding-of-paper-presentation-1.docx			
2. Full Copy of the Paper (Triplicate Copies)	The client will provide			
3. Invitation to the Presentation or Acceptance Letter (Triplicate Copies)				
4. Endorsement from any TSU Office/ College (Triplicate Copies)	TSU Office/College			
B. FOR FUNDING OF RESEARCH PUBLICATION				
1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx			
2. Full Copy of the Paper (3 Photocopies)	The client will provide			
3. Editorial Board of the Journal (Triplicate Copies)				
4. Table of Contents of the Journal Which Will Prove That the Research is Included in That Journal Issue (Triplicate Copies)				
5. Cover of the Publishing Journal (Triplicate Copies)				
6. Acceptance letter from the publishing journal (Triplicate Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements, as stated in the Checklist of Requirements, to the Office of University Research and Development at the TSU Lucinda Campus (hard copies).	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Head Research Publication and Information Communication Unit
	1.2 Attaches Approval of Funding Form	None	10 minutes	Head Research Publication and Information Communication Unit
	1.3 For Research Output Incentives: Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once	None	2 working days	Head Research Publication and Information Communication Unit



	the request passed the evaluation, it will be approved by Office of University Research and Development Director. For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already presented in the University's In-House Review. Also, the Office of University Research and Development Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the Office of University Research and Development Director.			<i>Head</i> Research Publication and Information Communication Unit <i>Director</i> Office of the University Research Development
	1.4 Reviews the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office	None	1 working day	<i>Chief Finance Officer</i> Finance Office



	will approve the request.			
	1.5 Reviews and evaluates the incentive by Vice President for Research, Innovation, and Extension and Vice President Administration for further approval and by the University President for final approval.	None	3 working days	<i>Vice President</i> Office of the Vice President for Research, Innovation, and Extension <i>President</i> Office of the University President
	1.6 Prepares the voucher for the incentive.	None	30 minutes	<i>Head</i> Research Publication and Information Communication Unit
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	<i>Head</i> Research Publication and Information Communication Unit
2. Receive a Notification Slip on the approval/disapproval of the request (via email).	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email).	None	30 minutes	<i>Head</i> Research Publication and Information Communication Unit
TOTAL:		None	6 Working Days, 1 Hour & 50 Minutes	



2. Processing of Research Proposal (Initial Evaluation of Research Proposals)

The service can be availed of by faculty researchers and TSU non-teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund research implemented by faculty and non-teaching personnel.

Office or Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Research Capsule Proposal <i>TSU-ORD-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	<i>Head</i> Research Management and Capacity Building Unit
	1.2 Initial Evaluation of the submitted research proposals	None	7 working days	<i>Head</i> Research Management and Capacity Building <i>Director</i> Office of the University Research Development
2. Receive the result of the initial evaluation via email	2. Releases the results of the initial evaluation to all concerned researchers via email.	None	2 Working days	<i>Head</i> Research Management and Capacity Building
TOTAL:		None	9 Working Days & 10 Minutes	



3. Processing of Research Evaluation

The service allows TSU Faculty Researchers and TSU Non-Teaching Personnel to request for research evaluation.

Office or Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Research Capsule Proposal <i>TSU-ORD-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email rmcbu@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	<i>Head</i> Research Management and Capacity Building Unit
	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University <i>External Research Evaluator</i>
	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	<i>Head</i> Research Management and Capacity Building Unit
2. Receive the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	<i>Head</i> Research Management and Capacity Building Unit
TOTAL:		None	17 Working Days & 10 Minutes	



4. Processing of Request for Impact Assessment Study

The service can be availed of by faculty researchers and TSU non-teaching personnel who have matured Research, Development, and Extension projects.

Office or Division:	Office of University Research and Development – Impact Assessment Unit (IAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Impact Assessment Study <i>TSU-ORD-SF-83</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/askjuwwo/tsu-ord-sf-83-request-for-impact-assessment-research-1-3.docx		
2. Copy of the project’s Baseline/Needs Assessment Data, Baseline Data, Monitoring and Evaluation (M&E) Data, Proof of Adoption, Stakeholder Engagement Report, and Ethical and Legal Documentation. (1 Printed Copy and Electronic Copy)		Provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to iau_ourd@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	Head Impact Assessment Unit
	1.2 Conducts Initial Evaluation of the submitted research development and extension projects.	None	7 working days	Head Impact Assessment Unit Director Office of the University Research Development
2. Receive the result of the initial evaluation via email.	2. Notifies the requesting party/ies of the acceptance of request.	None	2 working days	Head Impact Assessment Unit
TOTAL:		None	9 working days and 10 minutes	



5. Processing of Impact Assessment Study

The service can be availed of by faculty researchers and TSU non-teaching personnel who have matured Research, Development, and Extension projects.

Office or Division:	Office of University Research and Development – Impact Assessment Unit (IAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Impact Assessment Study <i>TSU-ORD-SF-83</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/askjuwwo/tsu-ord-sf-83-request-for-impact-assessment-research-1-3.docx		
2. A copy of the project's Baseline/Needs Assessment Data, Baseline Data, Monitoring and Evaluation (M&E) Data, Proof of Adoption, Stakeholder Engagement Report, and Ethical and Legal Documentation. (1 Printed Copy and Electronic Copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to iau_ourd@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	<i>Head Impact Assessment Unit</i>
	1.2 Selections of Pool of Impact Assessors.	None	2 working days	<i>Head Impact Assessment Unit</i> <i>Director Office of the University Research Development</i>
	1.3 Endorsement to the selected Impact Assessors.	None	1 working day	<i>Selected Pool of Impact Assessor</i>
2. Receive the completed Impact Assessment Study.	2.1 Receives the impact assessment study and issues a Certificate of	None	30 minutes	<i>Head Impact Assessment Unit</i>



	Completion to the Pool of Impact Assessors.			<i>Director</i> Office of the University Research Development
	2.2 Turns over the impact assessment study to the requesting party/ies.	None	1 working day	<i>Head</i> Impact Assessment Unit
TOTAL:		None	4 Working Days & 40 Minutes	



6. Processing of Request for Water Analysis and Other Laboratory Services for Internal Client(s)

The service allows internal client(s) to avail physico-chemical, microbiological analyses of drinking water and wastewater samples and use of certain laboratory equipment(s).

Office or Division:	Office of the University Research Development (OURD) Analytical Testing Laboratory (ATL)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail:	TSU Graduate Students – Type B Client(s)		
	Undergraduate Students with Approved Request Letter (TSU Lab School Students and Undergraduate Students) – Type C Client(s)		
	TSU Faculty Member(s) for their Approved Research Project – Type D Client(s)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For All Client Types – Accomplished Request for Analysis / Use of Equipment Form (TSU-ATL-SF-01) (1 Original Copy)	Analytical Testing Laboratory		
2. For Type C Client/s– Endorsement / Action Form (TSU-OUP-SF-09) (1 Original Copy) with attached Approved Request Letter For request/s with fees: Accomplished Billing Form (TSU-ATL-SF-02) (1 Original copy) For request/s without approved fees: Approved Request for Free Laboratory Service(s) Form (TSU-ATL-SF-03) (1 Original Copy)	OUP / VPRIE / VPAA / OURD Analytical Testing Laboratory Analytical Testing Laboratory		
3. For Type D Clients - Approved Request for Free Laboratory Service(s) Form (TSU-ATL-SF-03) with required attachments (1 Copy) <i>Note: The specific analyses and laboratory services that will be requested must be explicitly stated in the Line-Item Budget, with an appropriate budget that corresponds to the approved fees.</i>	Analytical Testing Laboratory		
4. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Copy)	The client will provide		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online platforms (MS Teams, Zoom Teleconferencing, Google Meet).	1. Attends initial meetings with the client(s) to discuss the specifics of the request and other necessary requirements for the requested laboratory analysis or laboratory service(s) and logs the client(s)' name onto the Laboratory Analyses / Services Log (TSU-ATL-SF-04).	None	2 hours	Personnel(s) Analytical Testing Laboratory
2 If approved: Receive a notification to proceed to the next step. If Disapproved: Receive a notification of the disapproval of the request in person, online, or by email.	2. Reviews the request and executes appropriate actions (Approval or Disapproval of request). If approved: Advise client(s) to proceed to the next step. If Disapproved: Sends notification of disapproval through online/ email or informs clients in person.			
3 File the Request for Analysis / Use of Equipment (TSU-ATL-SF-01) and Billing Form (TSU-ATL-SF-02) or Request for Free Laboratory Service(s)	3.1 Receive the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and delivery procedures.	None	30 minutes	Personnel(s) Analytical Testing Laboratory



Form (TSU-ATL-SF-03).	3.2	Reviews the Request for Analysis / Use of Equipment, assign necessary Job # and Sample #s to each sample, and calculate total amount-to-be-paid for analysis (For request(s) with approved fees).	None	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory	
	3.3	Send a summary of fees to the Accounting Office via MS Teams or email for Fee Assessment. (For request(s) with approved fees).	None	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory	
	3.4	Assess the requested laboratory services (For request(s) with approved fees)		4 hours	<i>In-charge of Assessment</i> Accounting Unit	
4	Pay assessed laboratory analysis and/or laboratory service fees at the Cashier, photocopy the receipt or scan the official receipt and send it thru email: atlnprc@tsu.edu.ph .	4. Accepts, reviews, and archives the photocopy of the receipt or the e-copy of the receipt. Schedule the submission of samples of the Client(s) (through face-to-face meeting or through email)	Number of Samples x Fees for each Service <i>* Table of fees attached</i>	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory	
5	Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels. Samples must be delivered to the laboratory	5.1	Receives and reviews the samples.	None	30 minutes	<i>Personnel(s)</i> Analytical Testing Laboratory
		5.2	Labels each sample with assigned laboratory sample number.	None	1 hour	<i>Personnel(s)</i> Analytical Testing Laboratory

immediately after sampling. Properly sampling procedures MUST also be followed. Physico-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, ≥1000mL) and are securely capped. Microbiology samples must be placed in a sterilized-sample bags (≥400mL). Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	5.3 Conducts the laboratory analysis for various parameters and renders requested laboratory service(s).	None	10 working days maximum for laboratory analysis requests and/or 4 days maximum for use of equipment requests <i>(Note: 1 day per requested analysis or 2 days per spectrophotometric analysis requested. For water potability analysis request(s), 4 consecutive days are required).</i>	Personnel(s) Analytical Testing Laboratory
	5.4 Fill out necessary analysis forms with results from the analyses and/or laboratory services (not applicable for use of equipment request(s)).	None	1 working day	Personnel(s) Analytical Testing Laboratory
	5.5 Rechecks and encodes the results in the Results of the Analyses (not applicable for use of equipment request(s)).	None	6 hours	Personnel(s) Analytical Testing Laboratory
	5.6 Print and sign the Results of the Analyses (TSU-ATL-SF-11 for Physico-chemical tests and/or TSU-ATL-SF-12 for microbiological test(s), <i>not applicable for</i>	None	1 hour	Personnel(s) Analytical Testing Laboratory



	<i>use of equipment request(s)).</i>			
6. Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through face-to-face meeting or receive a scanned copy through email (not applicable for use of equipment request(s)).	6. Release the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s) <i>(not applicable for use of equipment request(s)).</i>	None	1 hour	<i>Personnel(s)</i> Analytical Testing Laboratory
TOTAL FOR USE OF EQUIPMENT REQUEST(S)		Number of Samples x Fees for each Service	4 Working Days, 9 Hours & 30 minutes	
TOTAL FOR LABORATORY ANALYSIS REQUEST(S)		* Table of fees attached	11 Working Days, 7 Hours & 30 Minutes	

Note: One working day is equivalent to 10 hours.

This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



TSU-ATL-NPRC
Schedule of Analysis and Services Fees
(Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C CLIENTS
PHYSICO-CHEMICAL			
Color (Apparent)	₱ 150.00	₱ 135.00	₱ 127.50
Color (True)	₱ 200.00	₱ 180.00	₱ 170.00
Turbidity	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Conductivity	₱ 150.00	₱ 135.00	₱ 127.50
Total Suspended Solids (TSS)	₱ 450.00	₱ 405.00	₱ 382.50
Total Dissolved Solids (TDS, Electrometric)	₱ 100.00	₱ 90.00	₱ 85.00
Total Solids	₱ 450.00	₱ 405.00	₱ 382.50
Total Hardness	₱ 500.00	₱ 450.00	₱ 425.00
Calcium Hardness	₱ 400.00	₱ 360.00	₱ 340.00
Chlorosity	₱ 300.00	₱ 270.00	₱ 255.00
Salinity	₱ 300.00	₱ 270.00	₱ 255.00
Total Alkalinity	₱ 400.00	₱ 360.00	₱ 340.00
P-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
M-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
Hydroxides	₱ 250.00	₱ 225.00	₱ 212.50
Carbonates	₱ 250.00	₱ 225.00	₱ 212.50
Bicarbonates	₱ 250.00	₱ 225.00	₱ 212.50
Total CO ₂	₱ 250.00	₱ 225.00	₱ 212.50
Free CO ₂	₱ 250.00	₱ 225.00	₱ 212.50
Chloride	₱ 400.00	₱ 360.00	₱ 340.00
Sulfate	₱ 600.00	₱ 540.00	₱ 510.00
Phosphorus	₱ 350.00	₱ 315.00	₱ 297.50
Chromium hexavalent	₱ 500.00	₱ 450.00	₱ 425.00
Wastewater-COD	₱ 950.00	₱ 855.00	₱ 807.50
Dissolved Oxygen	₱ 200.00	₱ 180.00	₱ 170.00
Oil and Grease	₱ 1,000.00	₱ 900.00	₱ 850.00
Microbiological			
<i>E. coli</i>	₱ 500.00	₱ 450.00	₱ 425.00



Total Coliforms	₱ 500.00	₱ 450.00	₱ 425.00
Fecal coliforms	₱ 500.00	₱ 450.00	₱ 425.00
Total Plate Count	₱ 500.00	₱ 450.00	₱ 425.00
Water Potability	₱ 700.00	₱ 630.00	₱ 595.00
Sterilized bottle	₱ 65.00	₱ 58.50	₱ 55.25
Use of Equipment			
Incubator (per hour)	₱ 5.00	₱ 4.50	₱ 4.25
Autoclave (per hour)	₱ 60.00	₱ 54.00	₱ 51.00
Furnace (per hour)	₱ 150.00	₱ 135.00	₱ 127.50
Oven (per hour)	₱ 24.00	₱ 21.60	₱ 20.40
Laminar Flow Hood (per hour)	₱ 20.00	₱ 18.00	₱ 17.00



Research Ethics Review Committee

Internal Services



1. Processing of Application for Ethics Review

This service aims to assess, determine, and categorize (Exempted, Expedited or Full Board) the type of review for the research documents submitted by the TSU graduate students and faculty/personnel through initial study protocol of Tarlac State University Research Ethics Review Committee.

Office or Division:	Research Ethics Review Committee (RERC)
Classification:	For Exempted from Review: Complex For Expedited Review: Highly Technical For Full Board Review: Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	TSU Faculty and Graduate Student
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR APPLICATION FOR INITIAL REVIEW	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. For Faculties , Accomplished Certificate of Recommendations for Ethics Review (1 Photocopy) Accomplished and Duly Signed Certificate of Endorsement Letter <i>TSU-ERC-SF-012</i> (1 Original Copy)	Office of the University Research Development Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/rysfyamh/tsu-erc-sf-12-certificate-of-endorsement-form-for-student-researchers.docx
3. Informed Consent Document <i>TSU-ERC-SF-42</i> English and Filipino Version (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/vcpclwam/tsu-erc-sf-42-informed-consent-document.docx
4. Accomplished Informed Assent Form <i>TSU-ERC-SF-48</i> English and Filipino Version for Studies Involving Minors and Relevant Populations Deemed Incompetent to Sign an Informed Consent Form (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-minors-or-children-12-to-under-15-years-old.docx
5. Cover Letter Request Letter to the Chairperson (2 Original Copies)	The client will provide
6. Research Protocol The protocol must include the following: a. Title b. Objectives of the Study c. Significance of the Study d. Literature Review e. Methodology f. Procedures g. Description of the Study	



Population h. Exclusion/Inclusion Criteria i. Data Analysis Plan j. Ethical Considerations (1 Original copy)	
7. Study Tools which includes the following: a. <i>survey questionnaires</i> b. <i>interview guide, case report form</i> c. <i>posters/advertisements for recruitment, etc.</i> (1 Original Copy per Document)	
8. Curriculum Vitae of the Researcher/s (1 Original Copy)	
9. For Students , Adviser's Curriculum Vitae <i>for students</i> (1 Original Copy)	
B. FOR RESUBMITTED RESEARCH PROTOCOLS (EXPEDITED AND FULL BOARD REVIEW)	
1. Accomplished Application Form TSU-ERC-SF-07 (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished Revised Informed Consent Document TSU- ERC-SF-42 English and Filipino Version (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/vcpclwam/tsu-erc-sf-42-informed-consent-document.docx
3. Revised Informed Assent Form TSU-ERC-SF-48 English and Filipino version, <i>if applicable</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-minors-or-children-12-to-under-15-years-old.docx
4. Review of Resubmitted Protocol TSU-ERC-SF- 40 (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/etnh5ish/tsu-erc-sf-40-review-of-resubmitted-protocol-form.doc
5. Revised Research Protocol (2 Original Copies)	The client will provide
C. FOR FINAL REVIEW APPROVAL	
1. Accomplished Application Form TSU-ERC-SF-07 (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished Final Report Form TSU-ERC-SF-30 (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/i5upnnnw/tsu-erc-sf-30-final-report-form.docx
3. Completed Research Study (1 Original Copy)	The client will provide



4. Final Manuscript for Students (1 Original Copy)				
5. Signed Informed Consent Document English and Filipino Version (3 Original Copies)				
6. Signed Informed Assent English and Filipino Version (3 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Application for Initial Review				
1. Submit study documents for initial review to TSU Research Ethics Review Committee.	1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review.	None	20 minutes	Secretariat Research Ethics Review Committee
	1.2 Informs Principal Investigator on the completeness of the documents. <i>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</i>			
	1.3 Secures submitted documents and materials.			
	1.4 Stamps, signs and indicates the date of receipt on the cover letter to acknowledge acceptance of the documents.			
2. Receive photocopies of the submitted documents.	2. Issues a photocopy of the submitted complete documents to the Principal Investigator for their record and secures original copies.	None	15 minutes	Secretariat Research Ethics Review Committee



3. Assessment and Categorization of the Study Protocol Type of Review	3.1 Assesses and categorizes the study protocol's type of review.	None	Exempted from Review: 30 minutes	Chairperson Research Ethics Review Committee
	3.2 Conducts assessment and categorization of the study protocol type of review. <i>Note: Documents may be categorized as Exempted from Review, Expedited or Full Review.</i>		Expedited Review: 3 hours	
			Full Board Review: 3 hours	
4. Review of Research Protocols.	4. Reviews the Research Protocol by the Primary Reviewer.	None	Exempted from Review: 3 working days	Chairperson Research Ethics Review Committee
5. Action on the reviewed research protocol	5. Drafts the ethical clearance whether the study is exempted from the review/ expedited/ full board review based on returned reviews.	None	15 minutes	Chairperson & Secretariat Research Ethics Review Committee
6. Updates the status of the initial review of protocol.	6. Receives an update about the status of the initial review of research protocol	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
7. Receives Ethical Clearance.	7. Releases Ethical Clearance. <i>Note: Upon completion of the process, the research protocol may be exempted from expedited and full board review as per metric stated at the last portion of the process.</i>	None	5 minutes	Secretariat Research Ethics Review Committee



8. For Expedited and Full Board Review: Resubmit Revised Research Protocols and other pertinent documents.	8.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	Secretariat Research Ethics Review Committee
	8.2 Informs Principal Investigator on the completeness of submitted documents. <i>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</i>	None		
	8.3 Secures submitted documents and materials.	None		
	8.4 Reviews the research protocol.	None		
9. For Expedited and Full Board Review: Review of the resubmitted revised research protocols	9. Reviews the research protocol by the Primary Reviewer.	None	Expedited: 14 working days Full Board Review: 21 working days	Primary Reviewer/s & All members Research Ethics Review Committee
10. Action on the reviewed resubmitted research protocol	10.1 Drafts the Ethical Clearance forwarded from Expedited/ Full Board research protocol based on returned reviews.	None	20 minutes	Chairperson & Secretariat Research Ethics Review Committee
	10.2 Signs the Ethical Clearance.			
11. Updates the status of the resubmitted protocol.	11. Receives an update about the status of the resubmitted research protocol.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee



12. Receives Ethical Clearance	12. Release Ethical Clearance	None	5 minutes	<i>Principal Investigator & Secretariat Research Ethics Review Committee</i>
13. For Final Report: Submit final report with the final research paper and other pertinent documents.	13.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat Research Ethics Review Committee</i>
	13.2 Informs Principal Investigator on the completeness of submitted documents.			
	13.3 Secures submitted documents and materials.			
	13.4 Reviews the Protocol.			
14. Review of the Final Report	14. Reviews the research protocol by the Primary Reviewer.	None	7 days	<i>Chairperson</i>
15. Action on the reviewed Final Report	15.1 Drafts the Final Report Approval letter forwarded from expedited review/ full board review based on returned reviews.	None	20 minutes	<i>Chairperson</i> <i>Secretariat Research Ethics Review Committee</i>
	15.2 Signs the Final Report Approval.			
16. Receive Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	<i>Principal Investigator & Secretariat Research Ethics Review Committee</i>
TOTAL FOR EXEMPTED FROM REVIEW:		None	3 Days, 1 Hour & 10 Minutes	
TOTAL OF EXPEDITED REVIEW:		None	21 Days, 5 Hours & 25 Minutes	



TOTAL OF FULL BOARD REVIEW:	None	28 Days, 5 Hours & 25 Minutes	

Note:

Exemption from Review – protocols which involve less than minimal risk falls under this category. Minimal risk would be defined as one which may be anticipated as harm or discomfort not greater than that encountered in routine daily life activities of general population or during the performance of routine physical or psychological examinations or tests etc.

Expedited Review – protocols that (1) do not entail more than minimal risk to the study participants, and (2) do not have study participants belonging to a vulnerable group, and (3) does not generate vulnerability. Protocols involving no more than minimal risk and maybe for minor changes in approved research, annual renewals of approved projects, approval of protocol amendments, research conducting health record review, and for confirming changes required by the TSURERC for approval of the protocol (PNHRS, 2011).

Full Board Review – A full review shall be conducted when a proposed study entails more than minimal risk to study participants, or when study participants belong to vulnerable groups, or when a study generates vulnerability to participants. Such a protocol shall be deliberated and decided upon during a regular meeting, preferably within three weeks after submission of required documents and upon recommendation of a primary reviewers.



TARLAC STATE UNIVERSITY
SAN ISIDRO CAMPUS



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS



Guidance and Counseling Unit

External Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character online.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	2 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to any Guidance and Counseling Unit and present proof of appointment and necessary requirements.	2.1 Checks the requirements and provides payment slip.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Instruct the client to proceed to the accounting office for assessment.	None	1 minute	



3. Proceed to the Accounting Unit for assessment	3.1 Assesses the payment of the client.	None	2 minutes	<i>Staff Accounting Unit</i>
	3.2 Issues the payment slip to the client	None	1 minute	
4. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	4. Receives, Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	7 minutes	<i>Staff Cashiering Unit</i>
5. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	5. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
6. Receives the Certificate of Good Moral Character.	6. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	2 Working Days & 23 Minutes	



2. Processing of Request for Certificate of Good Moral Character for Walk-in clients.

This service allows walk-in clients (currently enrolled students and alumni) to request a certificate of good moral character.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (1 Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
2. Payment Slip TSU-GAC-SF-28 (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any Guidance and Counseling Unit and present the needed requirements.	1. Receives, Checks the requirements and provide payment slip (TSU-GAC-SF-28) to the client.	None	3 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	2. Receives the payment slip, Processes the payment for Certificate of Good Moral Character and releases the Official Receipt	Php 20.00	7 minutes	Staff Cashiering Unit
3. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt	3. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit



and payment slip.				
4. Receives the requested Certificate of Good Moral Character and fill out the logbook.	4. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	20 Minutes	



Guidance and Counseling Unit

Internal Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character online.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	2 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
2. Proceed to any Guidance and Counseling Unit and present proof of appointment and necessary requirements.	2.1 Checks the requirements and provides payment slip.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Instruct the client to proceed to the accounting office for assessment.	None	1 minute	
3. Proceed to the Accounting Unit for assessment	3.1 Assesses the payment of the client.	None	2 minutes	Staff Accounting Unit



	3.2 Issues the payment slip to the client	None	1 minute	
4. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	4. Receives, Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	7 minutes	<i>Staff</i> Cashiering Unit
5. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	5. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	<i>Associate Guidance Counselor</i> Guidance and Counseling Unit
6. Receives the Certificate of Good Moral Character.	6. Instructs the client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor</i> Guidance and Counseling Unit
TOTAL:		PHP 20.00	2 Working Days & 23 Minutes	



2. Processing of Request for Certificate of Good Moral Character for Walk-in clients.

This service allows walk-in clients (currently enrolled students and alumni) to request a certificate of good moral character.

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Official Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original copy)		Office of Admission and Registration		
2. Payment Slip TSU-GAC-SF-28 (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any Guidance and Counseling Unit and present the needed requirements.	1. Receives, Checks the requirements and provide payment slip (TSU-GAC-SF-28) to the client.	None	3 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit and present the payment slip to secure Official Receipt.	2. Receives the payment slip, Processes the payment for Certificate of Good Moral Character and releases the Official Receipt	Php 20.00	7 minutes	Staff Cashiering Unit
3. Proceed to the Guidance and Counseling Unit where the request has been made and present the Official Receipt and payment slip.	3. Checks Official Receipt and prepare the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit



4. Receives the requested Certificate of Good Moral Character and fill out the logbook.	4. Instructs the client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor/ Guidance Counselor Guidance and Counseling Unit
TOTAL:		PHP 20.00	20 Minutes	



**Office of Library Management and Services –
San Isidro Library
External Services**



1. Requesting Access to the Library by Visiting Researcher/s

This service allows external clients to be accepted and have access to the available learning resources in the library.

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original copy)		The client will provide		
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher’s Fee (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library. For Visitor’s from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher’s Fee and secure the Official Receipt. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	1. Verifies the presented referral letter. Receives the payment and issues the Official Receipt.	None PHP 50.00 per head	2 minutes 5 minutes	<i>Head and Staff</i> Office of Library Management and Services <i>Staff-in-Charge</i> Cashiering Unit



2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29</i> .	2. Performs reference procedures to identify needed information sources.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. <i>Note: if answer/s to the query/ies cannot be found, inform the client.</i>	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	15 Minutes	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		PHP 50.00 per Head	20 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



**Office of Library Management and Services –
San Isidro Library
Internal Services**



1. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	Head or Staff Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	Head or Staff Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source.	None	3 minutes	Head or Staff Office of Library Management and Services



	<i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>			
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and sources of information for reference purposes.	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	49 Minutes	

Note: The total turnaround time considers the nature of query, queue of requests, power availability, and internet connectivity.



2. Process of Renewing Borrowed Library Resources

The service allows library clients to renew borrowed books three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For in-person renewal				
1. Book(s) for renewal		The client will provide		
For online renewal				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For In- person Renewal at the Circulation Counter: Present library resource and request for renewal.	1. For Renewal at the Circulation Counter: Receives book and scans the book in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system. <i>Note: If the book is on demand or requested by other client, Library staff will inform client to return the book.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name: Student Number:				



2. For In- person Renewal at the Circulation Counter: Fill out the Book Card with the needed information and submit it to the staff.	2. Receives the filled-out Book Card and performs the renewal process in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s. For Online Renewal Requests: Be informed of the new renewal date,	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	9 Minutes	
TOTAL FOR ONLINE RENEWAL REQUESTS:		None	6 Minutes	



3. Process of Returning Library Resources

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	4 minutes	Head and Staff Office of Library Management and Services
	1.2 If overdue: Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	Head and Staff Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	Head and Staff Office of Library Management and Services
	2.3 Activates the RFID tag of the information material/s in the YourLib Staff Station system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.2 Returns the book to the shelf.	None	2 minutes	Staff Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	10 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	1 Working Day & 10 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.
Resolution no. 88, s. 2019



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a pre-arranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for online book reservation through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
	2.3 Deactivates the RFID tag of information	None	1 minute	Head and Staff



	material/s in the YourLib Staff Station system.			Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i>	3. Releases the library resource/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



5. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. Accomplished Library Referral Letter Request Form <i>TSU-LMS-SF-02</i> (1 Original)		Office of Library Management and Services or download at SF-02-Library-Referral-Letter-Request-Form-2024.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	Head or Staff Office of Library Management and Services
	1.2 Conducts Interview before issuing the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	1 minute	Head or Staff Office of Library Management and Services
2. Fills out the Referral Letter Request Form	2. Encodes information into the Referral Letter template, and print.	None	35 minutes	Head or Staff Office of Library Management and Services
3. Proceed to the College Dean's office to secure signature.	3. Affixes signature on the Referral Letter Request Form.	None	1 working day	Dean College
4. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	4. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	Head or Staff Office of Library Management and Services
5. Receive the referral letter and log on the Referral	5. Issues the Referral Letter to the client.	None	1 minute	Head or Staff Office of Library Management and Services



Issuance Log TSU-LMS-SF- 11.				
TOTAL:		None	1 Working Day & 50 Minutes	

Note: The total turnaround time considers the volume of clients, queues, and availability of signatory.



6. Processing of Request to Borrow Library Resources

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Deactivates the RFID tag by scanning the borrowed information material/s.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
	2.3 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	4 minutes	<i>Head and Staff</i> Office of Library Management and Services
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



7. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
In case of unvalidated/ and unissued ID:				
1. Certificate of Registration (COR) (1 Original and/ or electronic copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID. If presented ID is unvalidated present Certificate of Registration (COR).	None	1 minute	Head or Staff Office of Library Management and Services
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	1 minute	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	1 minute	Head or Staff Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	1 minute	Head or Staff Office of Library Management and Services
TOTAL:		None	4 Minutes	



8. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS) – San Isidro Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services



b. Send an email to the official TSU library email address (library@tsu.edu.ph). <i>Note: A scanned copy of Certificate of Registration (for TSU students) or Valid TSU ID (for TSU employees) must be attached on the message or email for validation purposes.</i>				
TOTAL:		None	1 Working Day & 3 Minutes	

Note: The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION



Medical Services Unit

External Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Employees, Visitors, and Relatives of Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Test Result/s, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse-on-duty (NOD)	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.</i>	None	2 minutes	
	1.4 Prepares/ retrieves and fills out medical records.	None	2 minutes	Nurse-on-Duty Medical Services Unit



	1.4.1 For new patient/s, prepares and fills out Patient Profile (TSU-MSU-SF-01) and Consultation Form (TSU-MSU-SF-02). 1.4.2 For old patients, Retrieves the patient record form filling cabinet/box and updates the data needed. <i>Note: If the patient has Laboratory test results attach it to the consultation form.</i>			
2. Receive proper intervention.	2.1 Gives intervention through nursing care, medication, or health teaching.	None	26 minutes	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3 Reassesses and reevaluates patient condition. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if the complaint and symptom/s still persist after the intervention for Consultation with the Medical Doctor.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.4 Discharges the patient, if the intervention is	None	1 minute	Nurse-on-Duty Medical Services Unit



	adequate and resolves the complaint. <i>Note: Certificate of Appearance (COA) may be issued upon the patient's request to validate their consultation at the clinic.</i>			
3. Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.5 Refers to NOD for carrying out orders.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
4. Carrying Out Doctor's Order	4. Carries out doctor's order	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions:	None	2 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
	5.1.1 Medicine, if available. 5.1.2 Prescription, if medicine is not available at the clinic.			



	5.1.3 Laboratory request 5.1.4 Referral 5.1.5 Medical certificate, if needed 5.1.6 Follow-up date			
	5.2 Fill out the consultation Logbook (TSU-MSU-SF-03)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	5.3 Files patient record to the filling cabinet/box	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	54 Minutes	

Note: The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



Medical Services Unit

Internal Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Employees, Visitors, and Relatives of Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Test Result/s, if any (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse-on-duty (NOD)	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.</i>	None	2 minutes	
	1.4 Prepares/ retrieves and fills out medical records. 1.4.1 For new patient/s,	None	2 minutes	Nurse-on-Duty Medical Services Unit



	prepares and fills out Patient Profile (TSU-MSU-SF-01) and Consultation Form (TSU-MSU-SF-02). 1.4.2 For old patients, Retrieves the patient record form filling cabinet/box and updates the data needed. <i>Note: If the patient has Laboratory test results attach it to the consultation form.</i>			
2. Receive proper intervention.	2.1 Gives intervention through nursing care, medication, or health teaching,	None	26 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	2.2 Fills out the Consultation Logbook (TSU-MSU-SF-03)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	2.3 Reassesses and reevaluates patient condition. <i>Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if the complaint and symptom/s still persist after the intervention for Consultation with the Medical Doctor.</i>	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	2.4 Discharges the patient, if the intervention is adequate and	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



	resolves the complaint. <i>Note: Certificate of Appearance (COA) may be issued upon the patient's request to validate their consultation at the clinic.</i>			
3. Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	3.5 Refers to NOD for carrying out orders.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
4. Carrying Out Doctor's Order	4. Carries out doctor's order	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions:	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	5.1.1 Medicine, if available.			
	5.1.2 Prescription, if medicine is not available at the clinic.			
	5.1.3 Laboratory request			



	5.1.4 Referral			
	5.1.5 Medical certificate, if needed			
	5.1.6 Follow-up date			
	5.2 Fills out the consultation Logbook (TSU-MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
	5.3 Files patient record to the filling cabinet/box	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:		None	54 Minutes	

Note: The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Pre-employment and Annual Physical Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Full-Time Employees				
1. Laboratory Test Result/s, if any (1 Original Copy) - Complete Blood Count (CBC) - Urinalysis - Chest X ray with Film and Official Reading - Drug Test		The client will provide		
2. CSC Form No. 211 Revised 2018 Medical Certificate (1 Original Copy)		The client will provide or get it to OHDRM		
B. Part-Time Employees				
1. Laboratory Test Result/s, if any (1 Original Copy) Chest X ray with Film and Official Reading		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request for Medical Certificate and state the name.	1. Checks the name from the list of scheduled employees provided by the Office of Human Resource Development and Management. <i>Note: Informs the scheduled date If the employee is not on the list.</i>	None	2 minutes	Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.1 Checks all presented requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.2 Fills out the Physical Examination Form (TSU-MSU-SF10) and	None	3 minutes	Nurse-on-Duty Medical Services Unit



	Data Gathering Procedure.			
3. Performs the Visual Acuity assessment using Snellen and Ishihara.	3.1 Conducts Visual Acuity assessment using Snellen and Ishihara.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	3.2 Refers the employee to the Medical Doctor with the requirements.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4. Proceed to the Medical Doctor for Consultation.	4.1 Conducts Physical Examination (PE).	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.2 Evaluates Physical Examination, data gathered, and laboratory test results.	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.3 Gives recommendation , if needed the Medical Doctor will prescribe Medicine, laboratory test, and follow up.	None	2 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.4 Refers to the Nurse-on-Duty for the issuance of Medical Certificate.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	4.5 Logs the visual acuity result, certification result, and recommendation on Employment Logbook (TSU-MSU-SF-11).	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
5. Sign on the Employment Logbook (TSU-MSU-SF-11).	5.1 Asks patient to sign on the Employment Logbook (TSU-MSU-SF-11).	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	5.2 Stamps the Medical Certificate with dry seal.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



6. Receive the Medical Certificate.	6.1 Issues the stamped Medical Certificate.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	6.2 Informs patient to submit the Medical Certificate to the Office of Human Resource Development and Management.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	23 Minutes	



3. Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Transfer Examination, Return to Work Examination, and Separation from Employment Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Return-to- Work				
1. Medical Certificate from hospital or physician (1 Original Copy)		The client will provide		
B. For Transfer and Separation from Work				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Return-to-Work: Present Medical Certificate from attending physician. For Transfer and Separation from Work: Make a verbal request for medical certificate	1.1 Receives requirements/ request.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	1.2 Prepares Medical Certificate (TSU-MSU-SF-05).	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	1.3 Fills out the necessary data for the Medical Certificate.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	1.4 Refers to Medical Doctor for consultation	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
2. Proceed to the Medical Doctor for consultation.	2.1 Conducts physical examination and gives recommendations	None	5 minutes	<i>Medical Doctor/ Director</i> Office of University Health Services
	2.2 Signs on the Medical Certificate.	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	2.3 Refers to the Nurse-on-Duty	None	1 minute	<i>Medical Doctor/ Director</i> Office of University Health Services
	2.4 Stamps the signed Medical	None	1 minute	<i>Nurse-on-Duty</i>



	Certificate with dry seal.			Medical Services Unit
3. Receive the Medical Certificate	3. Issues the stamped releases medical certificate	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4. Fill out the Medical Certificate Logbook (TSU-MSU-SF-13)	4. Asks client to fill out the Medical Certificate Logbook (TSU-MSU-SF-13)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:		None	16 Minutes	



4. Processing of Request for Student Medical Certificate

This service allows clients to request a Student Medical Certificate for various purposes such as OJT, sports related events, seminars, training, and competitions.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Currently Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Original Copy)		The client will provide		
2. SUC III Eligibility Form or Eligibility Form (TSU-SDM-SF-15), whichever is applicable (1 Original Copy)		Sport Development and Management Unit or SUC III		
3. For On-the-Job Training: Laboratory test results, if required by the host company (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Services Unit on the scheduled date.	1. Checks the name of the student on the master list attached on the assistance request form. <i>Note: Informs the scheduled date If the student is not on the list.</i>	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.1. Receives presented requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.2. Verifies the name in the COR.	None	1 minute	Nurse-on-Duty Medical Services Unit
	2.3. For On-the-Job Training: Checks the presented Laboratory Test Result/s.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	2.4. Prepares the Medical Certificate Form (TSU-MSU-SF-05).	None	2 minutes	Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.5. Conducts physical examination and gives recommendations <i>Note: For Group Request of</i>	None	5 minutes	Nurse-on-Duty Medical Services Unit



	<i>Medical Certificate, issuance of such will be done once all participants were done in the Physical Examination.</i>			
	2.6. Assesses and evaluates the findings of the data gathered. <i>Note: If with inconclusive findings, repeat the vital signs after 5 minutes. However, if the findings are still inclusive after 3 attempts and have medical condition it shall be referred to the Medical Doctor.</i>	None	20 minutes	<i>Nurse-on-Duty Medical Services Unit</i>
3. For Inconclusive Findings or with Medical Condition: Proceed to the Medical Doctor for consultation.	3.1. Conducts Physical Examination.	None	1 minute	<i>Medical Doctor/ Director Office of University Health Services</i>
	3.2. Evaluates the PE, data gathered and/or laboratory test result.	None	1 minute	
	3.3. Gives recommendations (Monitoring, Medicine, advise, and follow-up if needed).	None	2 minutes	
	3.4. Signs the SMC and refer back to Nurse-on-Duty.	None		
4. Proceed to the Nurse-on-Duty for issuance of Medical Certificate and/or health teaching.	4.1. Gives health teaching and explains the validity of medical certificate.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
	4.2. Stamps with dry seal.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>
5. Receive the issued Student Medical Clearance.	5. Issues the signed and dry sealed Student Medical Clearance.	None	1 minute	<i>Nurse-on-Duty Medical Services Unit</i>



6. Fill out the Medical Certificate Logbook (TSU-MSU-SF-13).	6. Instructs the student to log in the Medical Certificate Logbook (TSU-MSU-SF-13).	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:		None	40 Minutes	

Note:

- Medical Services Unit (MSU) will not issue medical certificate for seminars, training, and other students’ non-physical activities within Tarlac Province. (Reference TSU-MSO-065-22).
- All participants shall appear on the scheduled date.
- Failure to appear on the scheduled date does not guarantee the inclusion of his or her name on the succeeding dates.
- Those whose names are not reflected in the list of participants submitted to the Medical Services Unit will submit a separate request and shall follow this process.
- Dates for the issuance of Medical Certificates are determined based on the submitted request.



TARLAC STATE UNIVERSITY

LGU EXTENSION CAMPUSES



Local Government Unit (LGU) Extension Campuses

The Tarlac State University - Local Government Unit (LGU) Extension campuses namely (1) Capas Extension Campus, (2) Concepcion Extension Campus, and (3) La Paz Extension Campus, do not have a service and only delivery of instruction services is being conducted. The University utilizes an Automated Faculty Evaluation System (AFES) to assess faculty performance and support instructional quality improvement.

Other university services and administrative transactions are not available at these campuses. Students and other concerned stakeholders who wish to avail themselves of additional university services are encouraged to proceed to the appropriate offices at the Tarlac State University Main Campus or other designated university campuses/offices where such services are provided.

Digitally signed by
Velasco Arnold Eugenio
Date: 2026.03.27
14:10:47 +08'00'

DR. ARNOLD E. VELASCO

President

Tarlac State University



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	A. Face-to-face Transactions 1. Accomplish the Client Satisfaction Measurement (CSM) Survey form and drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD), or 2. Scan the CSM QR Code posted at the Citizen's Charter Information Billboard (CCIB) of various offices. B. Online Transactions Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.
How feedbacks are processed	Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management Unit on a monthly basis. The generated reports are transmitted to the offices of the University President, Vice Presidents, and Office of Human Resource Development and Management to take appropriate actions based on the reported summary result.
How to file a complaint	A. To file a complaint, accomplish the online Citizen/Client Complaint (Reklamo) form link posted at the CCIB of various offices. B. Complaints can be also filed through a letter of complaint. Submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details: • Full name and address of the complainant, • Full name and address of the person complained of as well as his or her position and designation at the university, • Narrative of the relevant and



	material facts which show the acts or omissions allegedly committed by the employee • Certified True Copies of documentary evidence and affidavits of his witness (if any)
How complaints are processed	A. Data Controller from the Quality Management Unit will open the online Client Complaint (Reklamo) form through Microsoft form on a daily basis and starts the review of each complaint. Upon review, the Data Controller will communicate the received complaint through a transmittal letter to the Office of Human Resource Development and Management (OHRDM). OHRDM will endorse the complaint received to the concerned office through Action/Intervention Notification Form together with the Client Feedback Processing Form. The Data Controller will give feedback to the client. B. The Office of the University President endorses the complaint letter to the OHRDM Upon the initial assessment and evaluation of the case, the OHRDM interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the OHRDM shall submit a case report and recommend to the Office of the University President, for appropriate action.
Contact Information of:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph



LIST OF OFFICES		
Accounting Unit	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8150
Administration Office	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8154
Anti-Red Tape Unit	3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8184
Budget Management Unit	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8151
Career Education and Job Placement Services Unit	2 nd floor, Student Center Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8185
Cashiering Unit (Collection)	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8167
Cashiering Unit (Disbursement)	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8152
Center for Community and Local Governance Studies and Policy Development	Ground floor, NSTP Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8133
Center for Engineering and Environmental Research	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	ceer@tsu.edu.ph
Center for Natural Products Research	1 st floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	0939 925 3625
Center for Peace, Indigenous People's Resources and Development	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	iprd@tsu.edu.ph
Center for Solar and Emerging Technology	TSU San Isidro Campus, San Isidro, Tarlac City	cset@tsu.edu.ph
Civil Security Unit	1 st floor, Admin. Bldg., TSU Main Campus,	(045) 606-8166 (Office)



	Romulo Boulevard, San Vicente, Tarlac City	
College of Architecture and Fine Arts	CAFA Bldg., TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8170
College of Arts and Social Sciences	2 nd floor, Smith Hall, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8171
College of Business and Accountancy	2 nd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(042) 606-8172
College of Computer Studies	CCS Bldg., TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8173
College of Criminal Justice Education	1 st floor, CCJE Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8168
College of Education	1 st floor, (Regional Institute for Continuing Education, RICE Bldg., TSU Lucinda Campus, Binangonan, Tarlac City	(045) 606-8174
College of Engineering	1 st floor, CET Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8175
College of Industrial Technology	TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8179
College of Public Administration and Governance	1 st floor, CPAG Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8177
College of Science	1 st floor, COS Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8178
Office of Facilities Development and Management	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Dental Unit	CET Compound, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8137
Economic Enterprise Development Unit	2 nd floor, Student Center Bldg., TSU Lucinda Campus, Binauganan,	0932 157 2999



	Tarlac City	
Facilities Maintenance Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8158
Food Technology and Research Center	1 st floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8251
Guidance & Counseling Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8130
International, Differently-Abled, Indigenous and Marginalized Student Services	1 st floor, Student Center, TSU Lucinda Campus	sas_idsimss@tsu.edu.ph
Janitorial and Grounds Services Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8158
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8140
Medical Services Unit	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8136
Monitoring Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Motorpool Unit	TSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8143
Office of Admission and Registration	Office of Admission and Registration Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8182
Office of Alumni Affairs	Alumni Center, TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8141
Office of Business Affairs and Auxiliary Services	1 st floor Business Center Bldg., TSU Main Campus, Romulo Boulevard, San	(045) 606-8153



	Vicente, Tarlac City	
Office of Culture, Arts and Languages	3 rd floor, Student Center Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	dcferrer@tsu.edu.ph
Office of Gender and Development	1 st floor, GAD Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8196
Office of Human Resource Development Management	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8155
Office of Innovation and Business Development	2 nd floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8193
Office of Internal Audit Service	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8122
Office of International Affairs and Linkages	3 rd floor, TSU Hotel, TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8180
Office of Library Management and Services	3 rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8138
Office of Management Information Systems	2 nd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8127
Office of Planning	3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8126
Office of Public Affairs	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8123
Office of Quality Assurance	2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8124
Office of Student Affairs Services	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU	(045) 606-8130



	Lucinda Campus, Binauganan, Tarlac City	
Office of University Board Secretary	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8121
Office of the University Legal Counsel	1 st floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	oulc@tsu.edu.ph
Office of the University President	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8201
Office of the Vice President for Academic Affairs	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8115
Office of the Vice President for Administration	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8112
Office of the Vice President for Research, Innovation and Extension	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8111
Office of TSU National Service Training Program	2 nd floor, NSTP Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8181
Office of University Extension Services	2 nd floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8250
Office of University Research Development	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8190
Payroll Services Unit	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8154
Planning and Design Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Pollution Control and Safety Unit	TSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8183
Procurement Unit	2 nd floor, Motorpool Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8157



Quality Management Unit	3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8184
Records and Archives Unit	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8156
Research, Ethics and Review Committee	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8192
School of Law	1 st floor School of Law Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8176
Scholarship and Financial Assistance Unit	Student Center, TSU Lucinda Campus	(045) 606-8132
Sports Development Management Unit	Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8134
Student Development Services	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8131
Student Discipline Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	studentdisciplineunit@tsu.edu.ph
Student Organization Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	studentorg@tsu.edu.ph
Student Publication Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	spusas@tsu.edu.ph
Supply and Property Management Unit	TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8159
Testing, Evaluation, and Measurement Services	3 rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8135