VAO DE ORO STATE COLLEGE OMPOSTELA, DAVAO DE ORO



Davao De Oro State College (DDOSC)

CITIZEN'S CHARTER

I. About Davao de Oro State College

a. Creation of the College

Davao de Oro State College (formerly Compostela Valley State College) was first founded in 2001 through a bill filed by Congressman Manuel "Way Kurat" E. Zamora, which successively fought by Congresswoman Maria Carmen S. Zamora on July 2010. Consequently, on June 4, 2013, former President Benigno Simeon C. Aquino III signed into law the Republic Act No. 10598; thus, forming the state college in the golden valleys of the Davao Region.

b. The Premiers

On November 26, 2013, CHED Chairperson Patricia D. Licuanan, Ph.D., appointed Dr. Jesus Antonio G. Derije as Officer-in-Charge (OIC), as the College began its maiden classes in SY 2014-2015, followed through by Dr. Jonathan Bayogan as Officer-in-Charge appointed by the governing board on February 2015.

As the DDOSC endeavors an efficient management system, the College Administrators and the Board of Trustees held a Special Meeting on May 24, 2016, declaring and appointing Dr. Christie Jean V. Ganiera as the First President of the College, commencing on June 9, 2016. The appointment of Dr. Ganiera stabilized the progress of the College and improved the operations and outlook of the stakeholders as she continued her supervision on her (second) 2nd term as the College President.

c. Campuses and Academic Programs

DDOSC's main campus is erected in Compostela with an area of 1.8 hectares, and its extension campus in Laak with 2 hectares. Later, the College established three (3) branches serving the locals in the Municipalities of Maragusan, Montevista and New Bataan with an area of 1.6 hectares, 1.2 hectares, 1.16 hectares, respectively.



DDOSC opened its doors to enrollees with its academic programs in the field of:

- Education;
- Agricultural Technology;
- Entrepreneurship; and
- Criminology

d. From CVSC to DDOSC

Following the renaming of the province of Compostela Valley into Davao de Oro, through Republic Act 11297, approved on April 17, 2019, and ratified through a plebiscite on December 1, 2019, the state college that sits in the golden valley of Davao de Oro once again proved its responsive union to form and achieve a more coordinated and integrated system of higher education. Through the bill initially proposed by the 1st District Congressman Manuel "Waykurat" Zamora, the Compostela Valley State College in the Municipality of Compostela, Province of Davao de Oro, is renamed as Davao de Oro State College. The event took place on July 23, 2021, when President Rodrigo Roa Duterte signed into law the Republic Act 11575, which copy was personally presented to the DDOSC President, Dr. Christie Jean V. Ganiera, CESE, on September 10, 2021, at the Rizal Hall in Malacañan Palace.

The official renaming of Compostela Valley State College (CVSC) to Davao de Oro State College (DDOSC) holds true to its underpinning statement as a cradle of golden opportunities to its constituents and stakeholders towards achieving globally competent individuals enfolded with excellence, integrity, and solidarity.

II. Organizational Structure

To achieve the goals and objectives, the DDOSC is arranged into two major structural components: College Organizational Structure and Branch Organizational Structure. The College Organizational Structure keeps the supervision of all offices/divisions/sections/units of the College both for the academe and the administration. At the same time, the Branch Organizational Structure is responsible for maintaining the coordination of all offices/divisions/sections/units in the respective branches of the College.

In 2020, the Revised Organizational Structure of the College was adopted and approved as per Board of Trustees Resolution No. 31, series of 2020, during their 27th Regular



Meeting, dated June 25, 2020. This Revised Organizational Structure is based on the Revised Organizational Structure and Staffing Standards of SUCs, Level I Template.

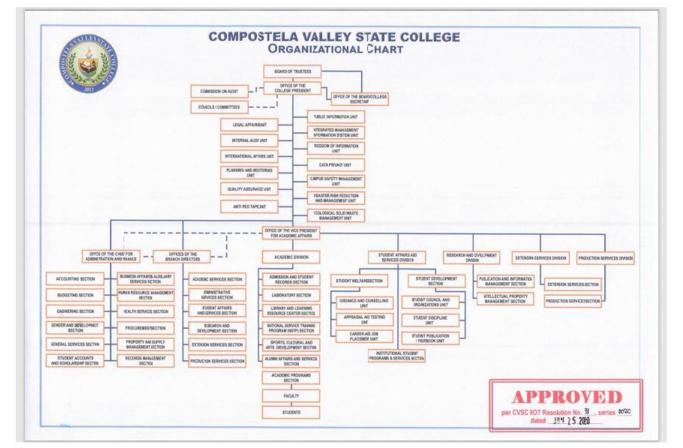
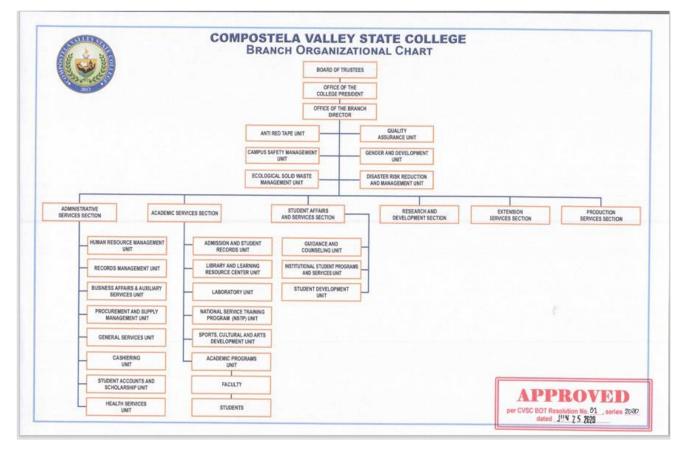


Figure 1. DDOSC Organizational Structure

Figure 2. Branch Organizational Structure



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III. Mandate

The College shall primarily provide advanced education, higher technological, professional instruction, and training in agriculture, science and technology, and other related fields. It shall also undertake research and extension services to support the socio-economic development of the Province of Davao de Oro and provide progressive leadership in its areas of specialization.

IV. Vision

A proactive academic pillar of the development in the ASEAN Region.

V. Mission

DDOSC shall provide golden opportunities to its stakeholder toward producing globally competent graduates, relevant and responsive research, extension, and production services anchored on good governance.

VI. Service Pledge

"We, the Faculty and Staff of Davao De Oro State College, pledge to uphold future proof and high standards of educational services for the holistic development of lifelong learners, adhering strong moral and ethical principles and values towards producing locally responsive and globally competitive graduates.

We commit to continually strive for quality and excellence in the delivery of relevant and responsive instruction, research, extension and production initiatives, for the satisfaction of stakeholders and community.

We will maintain to provide dynamic administrative support in an environment of continuously improving operational and management processes in all its campuses under governance that advances cohesion, transparency, gender and equality, and accountability to meet applicable institutional requirements, statutory, regulatory, and international standards."



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ACCOUNTING UNIT

Internal Services

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1. Issuance of Certification

(This process pertains to the issuance of certification related to information generated by or originating from the Finance Services Unit that a Provided by the Client may need for legal and official purposes. Certifications are issued to affirm the validity of information.)

Office/Division:	Accounting Unit	Accounting Unit			
Classification:	Simple	Simple			
Type of Transaction:	G2G - Governme	G2G - Government to Government			
Who May Avail:	All	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
Principal					
Request Form (1 origin	al)	Accounting Ur	nit		
Representative					
Request Form (1 origin	al)	Accounting Ur	nit		
Authorization Letter (1 o	priginal)	Provided by th	ne Client		
the person being repres	overnment- issued identification card of ne person being represented (1original, 1 hotocopy back- to- back with affixed three 3) signature specimen)		Provided by the Client		
Government -issued ide the representative (1 or back- to- back with affix signature specimen)	iginal, 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure Request Form	1. Provide Request Form	None	5 Minutes	Accounting Unit	
2. Fill up and submit the Request Form to the Accounting Unit	 Receive the Request Form 3.1 Start processing the request 	None	2 Days	Accounting Unit	
3. Receive the certification and sign to out-going logbook at the Office of the	3. Issue the certification	None	3 Minutes	Accounting Unit	



Accounting Section				
	TOTAL	None	2 Days, 8 Minutes	

2.

Payment of Cash Advance for Travelling Expenses (This process pertains to the payment of cash advance for travelling expenses to any authorized employee or personnel to take part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convertion.) trainings and convention.)

Office/Division:	Accounting Unit				
Classification:	Complex				
Type of Transaction:	G2G - Governn	nent to Government			
Who May Avail:	All				
CHECKLIST OF REQU	REMENTS	WHERE TO SECURE			
Principal					
Disbursement Voucher (photocopy)	1 original, 3	Provided by the Client			
Budget Utilization Reque Request and Status (1 o photocopy)	•	Provided by the Client			
Itinerary of travel (1 original, 1 photocopy)		Provided by the Client			
Invitation letter/Communication letter (1 original, 1 photocopy)		Provided by the Client			
Endorsement letter (1 original, 1 photocopy)		Provided by the Client			
Travel order (1 original,	1 photocopy)	Provided by the Client			
For Foreign Travel (ad requirement)	ditional				
Travel Authority		Board of Trustees			
Evaluation Form		Commission on Higher Education			
Assessment of International Conference/Meeting issued by International Affairs Staff		Commission on Higher Education			
Board Resolution		Office of the College and Board Secretary			



For multiple claima	nts				
Payroll (1 original, 1 photocopy)		Provided by the Client			
Representative (additional requirement)					
Authorization Letter (1 original)	Provided by t	the Client		
the person being rep 1 photocopy back- to	Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		f Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all necessary documents to the Budget Unit	1.Receive the documents from client	None	4 Days	Budget Unit Accounting Unit	
	.1 Check the appropriateness, completeness and legality of the claim				
	1.2 Start processing of payment of cash advance for travelling expenses				
2. Receive the Check and sign the receive portion of the Disbursement Voucher and sign in the out- going logbook at the Cashier's Section	2. Release the check to the client.	None	10 Minutes	Cashiering Unit	
	TOTAL	None	4 Days, 10 Minutes		



3. Payment of Salaries and Wages (This process pertains to the processing of salaries and wages including the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.)

Office/Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	G2G - Governme	ent to Government		
Who May Avail:	Regular Employees Job Order Personnel Contract of Services Personnel Part-time Personnel			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
Principal				
Biometric Print out (1 origin	nal)	Provided by the Client		
Daily Time Record (2 origi	nal, 1 photocopy)	Provided by the Client		
Accomplishment Report (a original, 1 photocopy)	s applicable, 2	Provided by the Client		
MPOR (2 original, 1 photo	сору)	Provided by the Client		
Travel Order (1 original, 2	photocopies)	Provided by the Client		
Certificate of Appearance/l original, 2 photocopies)	Participation (1	Provided by the Client		
Contract (1 original, 2 phot	ocopies)	Provided by the Client		
Representative (addition				
Authorization Letter (1 orig	inal)	Provided by the Client		
Government- issued identi the person being represent photocopy back- to- back v (3) signature specimen)	ted (1original, 1	Provided by the Client		
Government- issued identi the representative (1 origin back -to -back with affixed signature specimen)	al, 1 photocopy	Representative		
Last salary (additional re	quirements)			
Clearance from money, pro accountabilities (1 original,		Provided by the Client		
Salary due to deceased employee/personnel (ado requirements)	ditional			
Death certificate authentica original, 1 photocopy)	ated by NSO (1	Provided by the Representative		



Marriage contract authoriginal, 1 photocopy)	enticated by NSO (1	Provided by th	ne Representative	
Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)		Provided by the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the HRMU	1. Prepare payroll	None	1 day	Human Resource Management Unit
	1.1 Start processing the payment of salaries and wages		3 days, 4 hours	Accounting Unit; Budgeting Unit; Cashiering Unit
2. Receive the salaries and wages and sign on the payroll at the Cashier's Office. *If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.	2. Release the salary to the client	None	10 Minutes	Cashiering Unit
	TOTAL	None	4 Days, 4 Hours, 10 Minutes	

4. Payment of Reimbursement for Travelling Expenses This process pertains to the Payment of reimbursement for travelling expenses to any authorized employee or personnel that took part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.

Office/Division:	Office of the Chief for Administration and Finance		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who May Avail:	All		
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE		
Principal			
Disbursement Voucher (photocopy)	t Voucher (1 original, 3 Provided by the Client		



		1		2013	
Budget Utilization Request/Obligation Request and Status (1 original, 3 photocopy)		Provided by the Client			
Itinerary of travel (1 or	riginal, 1 photocopy)	Provided by the Client			
Invitation letter/Communication letter (1 original, 1 photocopy)		Provided by the	Client		
Endorsement letter (1	original, 1 photocopy)	Provided by the	Client		
Travel order (1 origina	al, 1 photocopy)	Provided by the	Client		
For Foreign Travel (a requirement)	additional				
Travel Authority		Board of Truste	es		
Evaluation Form		Commission on	Higher Education		
Assessment of International Conference/Meeting issued by International Affairs Staff		Commission on	Higher Education		
Board Resolution		Office of the College and Board Secretary			
Representative (additional requirement)					
Authorization Letter (1	l original)	Provided by the Client			
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client			
	lentification card of the nal, 1 photocopy back- nree (3) signature	Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all necessary documents to the	1. Receive the documents from client	None	5 Minutes	Budgeting Unit	
Budgeting Unit	.1 Check the appropriateness, completeness and legality of the claim		1 Day	Accounting Unit; Budgeting Unit; Cashier Unit	
	1.2 Start processing of payment of cash advance for prize		2 Days, 7 Hours	Accounting Unit; Budgeting Unit; Cashier Unit	

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2. Receive the	2. Release the	None	10 Minutes	
Check, sign the	check.			College Cashier,
receive portion of				Cashier Unit
the Disbursement				
Voucher and sign				
in the out-going				
logbook at the				
Cashier's Office				
*If the payment for reimbursement is through ATM, the reimbursement will automatically be credited to his/her account.				
	TOTAL	None	3 Days, 7 Hours, 15	
			Minutes	



ACCOUNTING UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER

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1. Payment of Prizes (This process pertains to the payment of prizes given to winners of official activities conducted by the College.)

Office/Division:	OCAF					
Classification:	Complex	Complex				
Type of Transaction		G2C - Government to Citizen				
Who May Avail:	All	All				
CHECKLIST OF R	EQUIREMENTS		WHERE T	O SECURE		
Principal						
Certificate of winners photocopy)	(1 original, 1	Unit conduct	ing the activity			
Documentation (1 orig	inal, 1 photocopy)	Unit conduct	ing the activity			
Representative (add requirements)	tional					
Authorization Letter (1	original)	Provided by	the Client			
the person being repr 1 photocopy back- to	rnment-issued identification card of erson being represented (1original, tocopy back- to -back with affixed (3) signature specimen)					
Government-issued ic the representative (1 o photocopy back- to- b three (3) signature spo	original, 1 ack with affixed	Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit all necessary documents units conducting the	. Receive the documents from client	None	4 Days	Unit conducting the PAP		
	1 Check the appropriateness, completeness and legality of the claim			Accounting Unit		
	1.2 Start processing of payment of cash advance for prizes	Accounting Unit; Budgeting Un Cashier Unit				
2. Receive the Check, sign the receive portion of the Disbursement	2. Release the check.	None	10 Minutes	Cashier Unit		
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Voucher and sign in the out- going logbook at the Cashier Unit				
	TOTAL	None	4 Days, 10 Minutes	



ADMISSION AND STUDENT RECORDS SECTION

EXTERNAL SERVICES

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1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government	to Citizen		
Who May Avail:	Incoming Freshme	n Students and Transferees		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
For First Year:				
Admission Examination R	Result (1 original)	Guidance and Testing Unit		
Enrollment Process Slip (1 original)	Admission and Student Records Section		
Senior High School Form Certificate of Rating (1 or		Previous School		
Certificate of Good Moral original)	Character (1	Previous School		
 PSA Copy of Birth Certific photocopy) Note: If the PSA copy is ille issued Birth Certificate mus verification. (1 colored photo Ensure to bring the Original verification purposes. PSA Copy of Marriage Certificate and marriage Certificate for verification. (1 colored phote issued Marriage Certificate for verification. (1 colored phote issued Marriage Certificate for verification. (1 colored phote issued Marriage Certificate for verification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1p) Medical Certificate (1 original c	egible, a locally t be provided for for ocopy) Copy solely for ertificate (for ed photocopy) egible, a locally must be provided for hotocopy) Copy solely for white background	Provided by the Client		
For Transferees:				
Transfer of Credentials or Dismissal (1 original)	Honorable	Previous School/ University		
Transcript of Records (TC Copy or Certificate of Gra	,	Previous School/ University		
Certificate of Good Moral original)	Character (1	Previous School/ University		
Validation Form for Credit original)	ted Courses (3	Admission and Student Records Section or download at <u>https://tinyurl.com/ASRSFORMS</u>		



Enrollment Process S	ilip (1 original)	Admission and Student Records Section		
 PSA Copy of Birth Certificate (1 colored photocopy) <i>Note:</i> If the PSA copy is illegible, a locally issued Birth Certificate must be provided for for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes. PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) <i>Note:</i> If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for for verification. (1 colored photocopy) <i>Note:</i> If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for for verification. (1 colored photocopy) <i>Ensure to bring the Original Copy solely for verification purposes.</i> 2x2 recent ID picture with white background and name tag (2 pcs.) 		Provided by the	e Client	
Long Brown Envelope				
Medical Certificate (1	original)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit all the required documents. Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	 2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip. 	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.		30 Minutes	Faculty In-charge
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school. Fill-out the	 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the Enrollment Process 	None	1 Hour	Dean and Associate Dean Department
Validation Form and	Slip.			Page 15



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secure signature of the Dean and Associate Dean.				
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	 4. Encode the courses based on the Advising Slip and print the Certificate of Registration. 4.1 Sign the 	None	30 Minutes	Admission and Student Records Section Personnel Faculty In-charge
	Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	 5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
 5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID. 	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip. 	None	15 Minutes	Student Accounts and Scholarship Unit Personnel



				2013
7. Present Enrollment Process Slip and the validated Certificate of Registration (COR).	7. Receive and sign the Enrollment Process Slip.	None	30 Minutes	Student Affairs and Services Division Personnel
7.1 Fill-out the Student's ID Form and submit to the In-charge	7.1 Facilitate ID pictorial.			
тот	AL FOR FIRST YEAR:	None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students

This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Section			
Classification:	Simple	Simple			
Type of Transaction	: G2C-Government to	G2C-Government to Citizen			
Who May Avail:	Returnees and Incom	Returnees and Incoming 2 nd year to 4 th Year DDOSC Students			
CHECKLIST OF	REQUIREMENTS	QUIREMENTS WHERE TO SECURE			
Clearance of the Prev	ious Semester	Admission and Student Records Section or download at <u>https://tinyurl.com/ASRSFORMS</u>			
Evaluation of Grades		Admission and Student Records Section/ Department			
Enrollment Process S	lip	Admission an	d Student Records	Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIB		PERSON RESPONSIBLE	
 Submit all the required documents. 1.1 Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Student Records Section	



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2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.		2 Hours 2 Hours	Faculty In-charge
For returnees: Present Enrollment Process Slip and	2.1 For returnees, check the completeness and	None		Dean and Associate Dean
update the Enrollment Profile Form in the Registry	accuracy of the data provided by the client.			Department
System.	2 Sign the Enrollment Process Slip.			Otoff In showing
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	2 Hours	Staff In-charge Admission and Student Records Section
	1 Sign the Enrollment Process Slip.			Faculty In-charge Department
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	1 Hour	Staff In-charge Admission and Student Records Section
Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR).6.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit



TOTAL FOR 2 nd Year to 4 th YEAR		6 Hours	
STUDENTS:	None		
TOTAL FOR RETURNEES:		8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

3. Enrollment Procedure for Shifters This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Stud	Admission and Student Records Section			
Classification:	Simple				
Type of Transaction:	G2C-Government to	o Citizen			
Who May Avail:	Existing DDOSC Stud	Idents			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			CURE		
For Shifters:					
Accomplished Shifting	Accomplished Shifting Form (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades	(1 original)		d Student Records		
Shiftee Referral Slip (1 original)	Department			
Shiftee Recommenda	tion Slip (1 original)	Guidance and Testing Unit			
Clearance of the Previous Semester (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS			
Enrollment Process Slip (1 original)		Admission and Student Records Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Submit all the required enrollment documents. Secure Enrollment Process Slip. 	 2. Receive and check the submitted documents. 1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Student Records Section	
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	 Attend to the inquiry and check availability of slot. 1 Sign the Enrollment Process Slip. 	None	30 Minutes	Faculty In-charge Department	
3. If slot is available, secure Shifting Form. Present	3. Issue Shifting Form.3.1 Sign the	None	5 Minutes	Staff In-charge Admission and Student Records	



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Enrollment Process Slip.	Enrollment Process Slip.			Section
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting Form and	 4. Issue Evaluation of Grades and Shiftee Referral Slip. 4.1 Check and sign the Shifting Form for reccomendation. 	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Current Program)
Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	 5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip. 	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment	6. Receive and check the documents submitted.6.1 Sign the Shifting Form for approval.	Nono	1 Hour	Faculty In-charge Dean and Associate Dean Department
Process Slip and Shifting Form to the Dean the accepting Department.	 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip. 	None		(Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation	7. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	2 Hours	Staff In-charge Admission and Student Records Section
Slip and Shifting Form and confirm the encoded courses.	7.1 Sign the Enrollment Process Slip.			Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student.	None	15 Minutes	Cashiering Unit Head
	COLLEGE CITIZEN'S CHART	ГD		Dago 20



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Slip.	8.1 Sign the Enrollment Process Slip.			
 9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID. 	 9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process Slip. 	None	1 Hour	Staff In-charge Admission and Student Records Section
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	10. Receive the validated Certificate of Registration (COR).10.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit
	TOTAL:	None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4. Procedure for Enrollment Withdrawal with Leave of Absence (LOA) This process pertains to the procedure that covers all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Consent Letter from the Parents or Guardian (1 original)		Provided by the Client		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				



		2013				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Section		
2. Proceed to the Guidance and Testing Unit and present the forms and other related documents.	 Check the submitted forms and documents. Provide Exit Questionnaire. 1 Counseling will be done with the student. 2.2 Counter-sign the Example 	None	2 Hours	Staff In-charge, Guidance and Testing Unit Guidance Counsellor		
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	 Forms. 3. Receive, verify, and sign the submitted forms. 3.1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section. 	None	2 Hours	Associate Dean and Dean Department		
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents.4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Section		
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student. 	None	15 Minutes	Staff In-charge Admission and Student Records Section		
	TOTAL:	None	4 Hours & 55 Minutes			

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:		Admission and Student Records Section			
Classification:		Simple			
Type of Transaction	on:	G2C-Government	2C-Government to Citizen		
Who May Avail:		Student/Alumni/D	i/Duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Records Request Slip (1 original)		Admission and Student Records Section			
Records Claim Slip	(1 or	iginal)	Admission and Student Records Section		
Official Receipt (1 o	origina	al)	Cashiering Un	it	
Duly Signed Studer	nt Cle	arance Form		Student Records S <u>om/ASRSFORMS</u>	Section or download at
Photocopy)	Diploma (1 Colored Photocopy)				
	• •		Provided by th	e Client	
Mailing Stamp (dep	ends	on the location)			
Additional Require Authorized Repres		-			
Authorization Letter	r (1 or	iginal)	Provided by the authorized representative		
Any Valid ID (1 orig photocopy with 3 si					
CLIENT STEPS			FEES TO BE	PROCESSING	PERSON
1. Outrait			PAID	TIME	RESPONSIBLE
 Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip. 	requ 1.1 F Rec	eceive and check uirements. Provide Records juest Slip and m Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Section
2. Present Records Request Slip and pay the corresponding fees.	pay	ocess the ment and issue Official Receipt.	See table below	15 Minutes	Staff In-charge Cashiering Unit
3. Present the Official Receipt to the Admission and Student Records Section and secure the	the 3.1. Rec	eceive and check Official Receipt. Issue the Student cords Claim Slip cating the date of	None	5 Minutes	Staff In-charge Admission and Student Records Section



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Records Claim Slip.	release. 3.2. Process the requested document/s.		3 Days	
4. Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	 4. Receive the Records Claim Slip. 4.1. Provide the monitoring logbook. 4.2. Issue the requested credential. 	None	20 Minutes	Staff In-charge Admission and Student Records Section
	TOTAL:	See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division:	Appraisal and Testing Ur	nit		
Classification:	Highly Technical			
Type of Transaction	: G2C-Government to Citiz	en		
Who May Avail:	Incoming first-year, trans curriculum)	feree student	s, and high school	graduates (old
CHECKLIST OF REQUIREMENTS			WHERE SECUR	-
Senior High School	Applicants:			
DDOSC Admission T	est Application Form	To be provid	led by the Apprais	al and Testing Unit
Two (2) pcs of 2x2 pi	cture	To be provid	led by the applicar	nt
graduating student (fo	that the applicant is a or applicants that are senior high school students	To be provid	led by the applicar	ht
Transferee Applican	its:			
DDOSC Admission T	est Application Form	To be provid	led by the Apprais	al and Testing Unit
Two (2) pcs of 2x2 pi	cture	To be provided by the applicant		
Transcript of records	(TOR)	To be provided by the applicant		
High school gradua	tes (old curriculum):			
DDOSC Admission T	est Application Form	To be provided by the Appraisal and Testing Unit		
Two (2) pcs of 2x2 pi	cture	To be provided by the applicant		
Form 138/Diploma		To be provided by the applicant		
CLIENT STEPS	AGENCYACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	 Post the admission application period at: <u>https://www.facebook.com/</u> <u>profile.php?id=100063638</u> <u>413603</u> Verify the documents of applicants for completeness and authenticity. Issue an acknowledgment slip to the student applicant. 	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	 Prepare the schedule for the admission test. Publish the scheduled examination to inform the applicants at: <u>https://www.facebook.com/</u> profile.php?id=100063638 413603 	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: <u>https://www.facebook.co</u> <u>m/profile.php?id=100063</u> <u>638413603</u>	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Governme	nt to Citizen		
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			IRE	
 For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card 		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head / Cashier Unit Staff
2. Pay the required fees.	2. Issue official receipt.	Total 5 Minutes Outstanding 5 Minutes Balance Cashier Unit – Head /		
TOTAL		Total Outstanding Balance	10 Minutes	



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit				
Classification:	Simple				
Type of Transaction:	G2C - Governmer G2B - Governmer				
Who may avail:	Students, Supplie	ers, and Stakeholders			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
Payment Order Slip		Provided by the Client			
CLIENT STEPS	AGENCY A34CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head	
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Staff	
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes		



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit					
Classification:	Simple	Simple				
Type of Transaction:	G2C - Government to	o Citizen				
Who may avail:	Students					
CHECKLIST OF REQUIREME	INTS		WHERE TO SECUR	RE		
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE		
1. Submit the requirements and Fill-in the request logbook.	 Prepare the statement of account. 1.1 Check and verify the document before the approval 	it. None Cashier 20 minutes Cashier 20 minutes Cashier		Cashier Unit – Staff Cashier Unit – Head		
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Staff		
	TOTAL	None	22 Minutes			



CASHIER UNIT

Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Collection of Unexpended Funds

(This process pertains to the collection of unexpended funds indicating the surplus amount that an employee is required to pay beyond the claimed cash advances, travel expenses, or salaries and wages.)

01	fice/Division:	Cashier Unit	Cashier Unit				
CI	assification:	Simple					
Ту	pe of Transaction	n: G2G - Governm	ent to Government				
W	ho may avail:	All DDOSC Emp	bloyees				
Cł	HECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
Pa	ayment Order Slip	(1 original)	Accounting Unit				
C	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID PROCESSING TIME		PERSON RESPONSIBLE		
1.	Present the Payment Order Slip.	1. Check and Verify the Payment Order Slip.	None	5 Minutes	Cashier Unit – Head		
2.	Pay the indicated amount to be returned	2. Receive the payment	Cash Advance/Amount Paid less Expenditure/Adjustment	3 Minutes	Cashier Unit – Head / Cashier Unit Staff		
3.	Receive and sign on the logbook for outgoing documents.	3. Issue Official receipt to the client					
		TOTAL	Cash Advance/Amount Paid less Expenditure/Adjustment	8 Minutes			



CASHIER UNIT

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Releasing of Check (This process pertains to releasing of check for payment to identified payees.)

Office/Division:	Cashier Unit	Cashier Unit					
Classification:	Simple						
Type of Transaction	G2C - Governm	G2G - Government to Business G2C - Government to Citizen G2C - Government to Government					
Who may avail:	Suppliers All DDOSC Emp	ployees and Students					
CHECKLIST OF REC	QUIREMENTS	ENTS WHERE TO SECURE					
For the suppliers: O Collection Receipt/ C	•	Provided by the Client					
For the students and Valid Identification Ca		Provided by the Client					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE			
1. Submit the required documents.	Check and Verify the submitted documents	None	5 Minutes	Cashier Unit – Head			
2. Receive and sign the Disbursement Voucher and Check Released logbook.		None	5 Minutes	Ма			
	TOTAL	None	10 Minutes				



GUIDANCE AND COUNSELING UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and	Counseling Ur	nit		
Classification:	Simple				
Type of Transactio	on: G2C-Governm	ent to Clients			
Who May Avail:	All DDOSC Stu	Idents			
CHECKLIST OF RE	EQUIREMENTS	WHERE 1			
Request Slip		Guidance	e and Counseling l	Jnit	
Counseling informed	d consent	Guidance	e and Counseling L	Jnit	
Counseling Form		Guidance	e and Counseling L	Jnit	
Government –issue (1original, 1 photoco with affixed three (3 specimen)	opy back- to- back	Provided	Provided by the Client		
CLIENT STEPS	AGENCY ACTIO	N FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logboo		2 Minutes	Guidance and Counseling Staff	
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip.2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff	
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor	
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor	



	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

a solution to their Office/Division:		,	Guidance and Counseling Unit			
Classification:		Simple				
Type of Transact	ion:	G2C- Government to	o Clients			
Who May Avail:		All DDOSC Students	ts			
CHECKLIST OF REQUIREMENTS			WHERE TO) SECURE		
Student's Referral	Slip		Guidance	and Counseling U	nit	
Student Call Slip			Guidance	and Counseling U	nit	
Counseling inform	ed co	nsent	Guidance	and Counseling U	nit	
Counseling Form			Guidance	and Counseling U	nit	
Government –issu (1original, 1 photo affixed three (3) si	сору	back- to- back with	Provided by the Client			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Receive and Complete the Referral Slip	2.1	 Prepare the Counselor's Referral Form. Confirm with the client the intent to be referred to the Guidance Counselor. Fill out the referral form and submit it to the guidance and counseling office. 	None	5 Minutes	Faculty/ Prefect of Discipline	
2. Receive the Referral Slip	2.1	lssuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff	
3. Identify the Client for Counseling	3.1	. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor	



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook.4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HEALTH SERVICES UNIT

External/Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Processing of Insurance (This process pertains to th	Claims e claiming of insurance thereby	/ providing finan	cial assistance to	the claimant.)	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citize	n, G2G – Goveri	nment to Governn	nent	
WHO MAY AVAIL	DDOSC Employees, and Stu	Idents			
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	JRE	
PRIMARY REQUIREMENTS					
For Students: College ID/Cer (1 Original) For Employees: Employees Original)	-	Provided by th	e Client		
Insurance Forms – (1 Original	l)	School Clinic			
SECONDARY REQUIREMEN	NTS				
A. For Hospitalization and/	or Accident Claim:				
Medical Certificate – (1 Origin	al)				
Hospital bills (If Confined) – (1 Original)		Provided by the Client			
Prescription of medicine – (1 Original)					
Receipts, Invoice or other evic – (1 Original)	Receipts, Invoice or other evidences of expenses – (1 Original)				
Police Report (for Vehicular A	ccident ONLY) – (1 Original)				
B. For Death Claim:					
Funeral Contract – (1 Original)	Provided by the Representative			
Death Certificate with PSA Ce – (1 Original)	ertification of the Claimant				
C. For Fire Claim:					
Certificate from the Bureau of	Fire – (1 Original)	Provided by th	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and sign client's logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel	
 2. Secure insurance forms, checklist and submit the requirements 2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy 		None	7 minutes	HSU Personnel	
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel	



4. Receive proper instruction on insurance processes depending on the case	 4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims 	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
 6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims. 	 6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check. 	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen	, G2G – Goverr	ment to Governmer	nt
WHO MAY AVAIL	DDOSC Employees, and Stuc	lents		
CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	RE
For Students : College ID/Cer Original)	tificate of Registration – (1	Provided by the	ne Client	
For Employees: Employees I	D – (1 Original)			
Dental Record Form – (1 Origi	inal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Present ID and sign in the dental logbook	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	HSU Personnel
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	 Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended. 	None	25 - 30 Minutes	Dentist
3. Wait for post dental care instruction	3. Give instruction on proper post dental care	None	3 Minutes	Dentist
4. Secure prescription of medicine	4. Prescribe medicine if necessary	None	3 minutes	Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist
	TOTAL	NONE	42 Minutes	



Office/Division:	HEALTH SERVICES UNIT	HEALTH SERVICES UNIT			
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen	, G2G – Goverr	nment to Governme	nt	
WHO MAY AVAIL	DDOSC Employees and Stud	ents			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
For Students: College ID/Cert Original)		Provided by th	ne Client		
For Employees: Employees II Laboratory Results (CBC, UA,		Clinic or Hosp	pital of Choice		
Medical Record Form – (1 Oric		School Clinic			
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	1. Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel	
2. Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel	
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician	
4. Submit laboratory results (X-ray, CBC, etc.)	4. Interpret and assess Laboratory results	None	5 Minutes	Physician	
Note: Secure laboratory request if lab results are unavailable	Note: Give laboratory request when necessary				
 Receive instructions and/or health advice as given by by the school physician. 	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel	
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel	
	TOTAL		30 Minutes		



4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizer	n, G2G – Goverr	nment to Governme	ent
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE
For Students: College ID/Certi Original)	ificate of Registration – (1	Provided by th	e Client	
For Employees: Employees ID	0 – (1 Original)			
Medical Record Form – (1 Orig	inal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	 6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client 	None	3 Minutes	Physician HSU Personnel
	TOTAL		27 Minutes	



HEALTH SERVICES UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Freshmen Students and Returnees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
aboratory Results (CBC, Urina tool Exam) – (1 Original copy		Provided by th	e client	
nnual Drug Test Result – (1 O	riginal)	Provided by th	e client	
ledical Certificate – (1 Original)	Provided by th	e client	
Physical Examination Form – (1	l Original)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Present ID, sign the medical logbook and present requirements needed. 	 Give the logbook to client for recording and inspect the validity of requirements needed 	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
4. Submit to physical examination	4. Conduct Physical examination	None	10 Minutes	Physician
	Prepare Medical Clearance			HSU Personnel
		1	1	1



HUMAN RESOURCE MANAGEMENT SECTION

Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



behind the travel request is detailed within the Travel Order itself. Office/Division: Human Resource Management Unit Classification: Simple G2G - Government to Government Type of Transaction: Who May Avail: Present Employees of DDOSC CHECKLIST OF REQUIREMENTS WHERE TO SECURE Travel Order (2 copies) Human Resource Management Unit (Travel Order Forms are also downloadable at https://tinyurl.com/DDOSCHRForms.) CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON PAID TIME RESPONSIBLE 1. Complete the Receive the travel None 10 Minutes HRMU Staff Travel Order order from the client form and then HRMU Head proceed to Assign travel order number to the submit it. submitted travel order The HRMU Head affix initial next to the assigned travel number. Log travel details HRMU Personnel Forward the Travel 3 Minutes 2. None None Order to the proper authorities for approval Proper authorities 1 Day VPAA shall sign/ approve/ disapprove the CAF Travel Order College President Inform the Client 3. Follow up the None 3 Minutes HRMU Staff status of the about the status of the Travel order Travel Order before the travel date TOTAL: None 1 Day and 16 Minutes

This process pertains to the application of a Travel Order before undertaking official travel. The purpose

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER

1. Application of Travel Order



2. Application for Leave of Absence This process pertains to the filing of Leave of Absence requests by officials and employees of Davao De Oro State College. This allows them to be excused from work, either with or without pay, as stipulated by relevant laws. The college accepts and processes these leave applications accordingly. Office/Division: Human Resource Management Unit **Classification:** Simple Type of Transaction: G2G - Government to Government Who may avail: Active DDOSC Plantilla Personnel CHECKLIST OF REQUIREMENTS WHERE TO SECURE Human Resource Management Unit 1. CS Form No. 6 (Application for Leave) 2 (original Copies) and other applicable (CS Form No. 6 Application for Leave Form is also attachments: downloadable at https://tinyurl.com/DDOSCHRForms.) a. Sick Leave beyond 5 days (Attachment: 1 original copy of medical certificate) b. Special Emergency Leave (Attachments: 2-3 printed pictures proof of calamity & photocopy of declaration of affected area) c. Leave beyond 30 days (Attachments: 2 original copies Approved letter of intent and 3 original copies of clearance) d. Maternity Leave (Attachments: 1 original copy letter of assumption upon return and 1 original copy of medical certificate, if leave not fully consumed) e. Parental Leave (Attachment: 1 Photocopy of valid Solo Parent ID Card) **CLIENT STEPS** AGENCY ACTION FEES TO PROCESSING PERSON **BE PAID** TIME RESPONSIBLE 10 Minutes HRMU Staff 1. Fill-out form 1. Check records None and inquire and inform leave balance employee of his/her leave from the balance. Advice assigned HR Staff the employee to • Filling of leave return the leave of absence form upon depends on the



		1		2013
nature of leave applied for, subject to existing CS rules and laws.	approval from the proper authorities.			
2. Submit the filled-out form to the HRMU and fill out the logbook for Leave Application	 Receive the Leave form to fill- in leave balance portion and update the personnel leave card. Certify the leave 	None	10 minutes	HRMU Staff
	balance reflected on the form.			HRMU Head
3. None	 Seek approval of leave from proper authorities Proper authorities shall sign/approve/dis approve the leave application of the employee. 	None	Days	HRMU Staff VPAA CAF College President
4. Receive and sign on the Logbook for outgoing documents	4. Inform the client of the status update of the Leave Application, and Issue the Approved Leave Form	None	3 Minutes	HRMU Staff
TOTAL:		None	2 Days, 23 Minutes	



3.Issuance for Authority to Travel Abroad This process pertains to the issuance of Authority to Travel which serves as proof that the employee is authorized to travel abroad with the approval of the Head of Agency or by the authorized officials. **Office/Division:** Human Resource Management Section

Office/Division:	Human Resource Management Section				
Classification:	Simple				
Type of Transaction:	G2G - Government to C	Government			
WHO MAY AVAIL	All regular DDOSC Em	ployees			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
1. Pre-Approved Leave f supervisor) (2 original			Provided by the C	lient	
2. Letter duly noted by that the absence will n operation.		Provided by the Client			
	3. Request for personal travel authority using the online request form.		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	EES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
 Submit request for personal Travel Authority and requirements 	1. Receive request for personal Travel Authority, Leave Form and other attachments	None	5 minutes	HRMU Staff	
2. None	 Prepare personal Travel Authority and print copies Fill-in leave balance portion and update the personnel 	None	10 Minutes	HRMU Staff HRMU Staff HRMU Head	
	leave card. The HRMU Head certifies the leave balance.				



3. None	 Review the printed Travel Authority and other documents from the Client Forward the Authority to Travel to the Office of the College President for 	5 Minutes 1 Day	HRMU Head
4. Receive and sign on the Logbook for outgoing documents	Approval 1. Release the None approved authority to travel to the client	3 Minutes	HRMU Staff
	TOTAL	1 Day and 22 Minutes	

5. Issuance for Certificate of Compensatory Overtime Credit

This process pertains to the processing and issuance of a Certificate of Compensatory Overtime Credits (COC) of Personnel who rendered authorized overtime services. A Certificate of COC is provided when overtime services are rendered. The COC is based on the number of Compensatory Time-Off (CTO) credits earned by the requesting personnel. The Certificate of COC is a supporting document when filing for a CTO.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Approved Letter for E copy)	xtension of Service – (1	To be provided by the applicar		applicant.	
Duly signed Daily Tin month requested (2 c	ne Record (DTR) for the original copies)	To be provided by the applicant.		applicant.	
CHECKLIST	OF REQUIREMENTS	REQUIREMENTS WHERE TO SECURE			
WHO MAY AVAIL	All DDOSC Employees	All DDOSC Employees			
Type of Transaction	: G2G - Government to C	G2G - Government to Government			
Classification:	Simple	Simple			
Office/Division:	Human Resource Mana	Human Resource Management Unit			



1. Submit all the requirements to the HRMU	 Receive and check as to the completeness of the requirements 	None	2 minutes	HRMU Staff
	1.1 Prepare the Certificate of Compensatory Overtime Credit		2 minutes	
	1.2 Compute the overtime Credits		30 minutes	
	1.3 Endorse the Certificate of Compensatory Overtime Credit to the Office of the College President for Signature/Approval		1 day	College President
	1.4 Receive the approved Certificate of Compensatory Overtime Credit from the Office of the College President			
	1.5 Inform the Client/s for the update of the requested document			
2. Receive and sign on the Logbook for outgoing documents	2. Release the Certificate of Compensatory Overtime Credit	None	3 Minutes	HRMU Staff
	TOTAL		1 Days and 35 Minutes	

6. Issuance for Payslip This process pertains to the Issuance of Payslip, a document issued to Davao De Oro State College (DDOSC) employees as proof of their earnings, the tax they have paid, contributions (GSIS, Pag-Ibig, PhilHealth), and loan deductions.			
Office/Division:	Human Resource Management Unit		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
WHO MAY AVAIL	Active DDOSC Personnel		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via goggle form		Human Resource Management Unit <u>https://tinyurl.com/DDSOSCHRRequestForm</u>		
CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. File online request through Google form	 Check, & verify submitted request 	None	10 minutes	HRMU Personnel
	1.1 Prepare the requested Payslip			
	1.2 Endorse to the HRMU for approval.		5 Minutes	HRMU Head
2. Receive the payslip, and Sign the Log book for outgoing documents	2. Release the document duly signed by the HRMU Head	None	3 Minutes	HRMU Staff
	TOTAL		18 Minutes	

This process pertains t	r sement Letter to Lar o the Issuance of Endorse nt for opening of a Landba	ement Letter to		ss of
Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
WHO MAY AVAIL	Active/newly hired DDOSC personnel without LBP payroll accounts (plantilla, casual, part-time, directly hired JO/COS)			
CHECKLIST OF F	WHERE TO SECURE			
Request Form via Google form		Human Resource Management Unit https://DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBI E
1. File online request through Google form	1.1 Check, & verify submitted request	None	10 minutes	HRMU Personnel
AVAO DE ORO STATE COLLE	GE CITIZEN'S CHARTER			Page 56



	1.2Prepare the requested document			
	1.3Endorse to the HRMU for approval.		5 Minutes	HRMU Head
2. Receive the LBP Endorsement and Sign in the Log book for outgoing documents	1. Release the document duly signed by the HRMU Head	None	3 Minutes	HRMU Staff
	TOTAL	None	18 Minutes	



HUMAN RESOURCE MANAGEMENT SECTION

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Issuance for Certificate of Employment and Service Record

This process pertains to the issuance of certificate of employment and service record to both employed and formerly employed teaching and non-teaching employees. The certificate of employment contains position, office, duration of employment, salary and purpose, while the service record contains detailed information of appointment and the purpose.

information of appo	intmer					
Office/Division:		Human Resource Management Unit				
Classification: Simple						
Type of Transaction: G2G - Government to G2C – Government to						
WHO MAY AVAIL Present employees of		Present employees of DI	DDOSC (Davao De Oro State College), and individuals ployed by the college but are no longer in its service.			
CHECKLIS.	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For currently employed: Online Request of Certificate of Employment or Service Record		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm				
For former employee: 1. Online Request of Certificate of Employment or		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm				
Service Record 2. Accomplished Clearance for separated employee (1 original copy)		Provided by the Client				
CLIENT STEPS		GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. <i>For currently</i> <i>employed</i> : File online request through Google form		Check and verify the ubmitted request	None	5 minutes	HRMU Staff	
<i>For former</i> <i>employee</i> : File online request through Google form and present accomplished clearance	s	Check and verify the ubmitted request, and ne clearance submitted	None	5 minutes	HRMU Head	
2. None	Emp and	repare the Certificate of loyment/Service Record forward to proper orities for approval	None	10 Minutes	HRMU Staff	
	Ve	COE: erify Certificate of mployment for Approval		10 Minutes	HRMU Head	
	Ve	Service Records erify Service Records r Approval		1 Day	College President	



				2013
3. Receive and sign on the Logbook for outgoing documents	3. Release the Service Record/ Certificate of Employment	None	3 Minutes	HRMU Staff
	TOTAL	None	1 Day and 33 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Application for Library Card (This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

· · · · · · · · · · · · · · · · · · ·	ling responsible bon	<u> </u>	1			
Office/Division:	Library and Lea	rning Resource	ning Resource Center Section- Reference Desk			
Classification:	Simple					
Type of Transaction	n: G2G-Governme G2C-Governme		lent			
Who May Avail:	Employees and	Students				
CHECKLIST OF F	REQUIREMENTS		WHERE TO) SECURE		
1x1 Picture, White B Original)	ackground (1	Provided by t	he Client			
Library Card Form (1	original)	-	earning Resource (ne Application	Center Section -Reference		
Library Card Registra original)	ation Form (1	Online Applic https://tinyurl.	ation: . <u>com/LIBCARDMai</u> i	<u>n</u>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel		
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL:	None	16 Hours/ 2 Days			
DAVAO DE ORO STATI	COLLECE CITIZEN'S C	нартер	2 Days	Page 162		

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

,	5	,	5	5 ,			
Office/Division:	Library and Lea	Library and Learning Resource Center Section					
Classification:	Simple	Simple					
Type of Transactior	1: G2G-Governme	G2G-Government to Government					
JF • • • • • • • • • • • • • • • • • • •		G2C-Government to Citizen					
Who May Avail:	Employees and	Students					
CHECKLIST OF F	REQUIREMENTS		WHERE TO	SECURE			
Borrower's Card Forr	n (1 original)	Library and L	earning Resource (Center Section- Reference			
		-	ne Application				
		Online Applica					
				<u>IIT6hUIUiojQ4AAs1aCdoKEr</u>			
		<u>g_oKeH6T3fqv</u>	<u>gLUXO</u>				
1x1 Picture, White Ba	ackaround (1	Provided by t	he Client				
original)		Provided by the Client					
Library Card (1 lamin	ated)	Provided by the Client					
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON RESPONSIBLE					
	ACTION	BE PAID	TIME				
1. Input/scan	1. Check the	None	2 Minutes	Library and Learning			
Library Card in the	requirements			Resource Center			
Entrance Logger	presented, and			Section, Personnel			
System, and sign in	issue borrower's						
the logbook located	card to the client						
at the reference	for their						
desk; then present	completion.						
the requirement.							
2. Receive and fill	2. Assist the	None	5 Minutes	Library and Learning			
out the necessary	borrower in			Resource Center Section,			
information on the	completing the			Personnel			
borrower's card.	card and then						
	receive it for						
	filing in the File Cabinet.						
	TOTAL:	None	7 Minutos				
			7 Minutes				



-	base Electronic			a doctronic resource access				
				e electronic resource access. hensive oversight and security				
in utilizing digital a	and physical resource	es.)						
Office/Division:	Library and Lea	Library and Learning Resource Center Section						
Classification:	Simple							
Type of Transaction	n: G2G-Governme G2C-Governme	-	nent					
Who May Avail:	Employees and							
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE				
Registration Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic				
Reservation Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic				
Library Card (1 lamin	nated)	Provided by t	he Client					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
 Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the 	 1. Assist the client upon registration. 2. Receive the Reservation Form to be submitted by the 	None	2 Minutes 3 Minutes	Library and Learning Resource Center Section, Personnel Library and Learning Resource Center Section- Personnel				
 services. 3. Register in the designated database to create a unique 'User Account,' if applicable 	client. 3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel				
 A. Navigate the available resources. 	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel				
	TOTAL:	None	55 Minutes					



(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.) Office/Division: Library and Learning Resource Center Section Simple **Classification:** G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: Employees, Students, and Outside Researcher CHECKLIST OF REQUIREMENTS WHERE TO SECURE Inside Reading for Faculty, Staff, and **Students** Library and Learning Resource Center Section-Reference Entrance Logbook Desk Library Card (1 Laminated) Provided by the Client Borrowing for Faculty and Staff Borrower's card (1original) Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM Any government-issued identification Provided by the Client card (1 original) **Borrowing for Student** Online Reservation for out of campus Library and Learning Resource Center Section-Online clients Reservation **Online Reservation:** https://tinyurl.com/LIBRESERVEFORM Library and Learning Resource Center Section-Reference Borrower's Card/ Borrower's Logbook Desk Library Card (1 laminated) Provided by the Client **Outside Researcher-External Service** Online Reservation for out of campus Library and Learning Resource Section-Online Reservation clients Online Reservation: https://tinyurl.com/LIBRESERVEFORM Recommendation Letter from their School Librarian or Administrator (1 Provided by the Client original) DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER Page | 65

4. Reading and Circulation Services (Inside Reading, and Borrowing)



Any government-issued identification card (1 original)		Provided by t	the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty,	1. Check	None	2 Minutes	
Staff and	the			Library and Learning
Students:	completene			Resource Center Section,
Input/scan	ss/			Personnel
Library Card in	correctness			
the Entrance	of the			
Logger	presented			
System, and	document.			
sign in the				
logbook				
located at the				
reference				
desk; then				
present the				
requirement.				
1.1 For Outside	1.1 Conduct	None	4 Minutes	Library and Learning
Researcher/s:	interview, verify,			Resource Center Section,
Sign the visitor's	and accept the			Personnel
logbook located	necessary			
at the reference	requirements as			
desk and present	specified by the			
the document	Librarian.			
required by the				
Librarian.				
2. Locate the	2. Assist the client	None	6 Minutes	Library and Learning
reference resources	in locating the			Resource Center Section,
on the shelves.	reference			Personnel
	resources in the shelves, if needed.			
	snewes, il needed.			
	2.2 Subsequently			
	2.2. Subsequently, release the			
	resources to the			
	client for the			
	intended purpose.			
	2.3. Keep and secure the			
	necessary document			
	handed over by			
	the client in the			
	File Cabinet.			
	TOTAL:	None	17 Minutes	



Office/Division:	students, offering a service aimed at efficient management.) Library and Learning Resource Center						
Classification:	Simple						
Type of Transaction:	G2G-Government to Governm	ent					
Who May Avail:	G2C-Government to Citizen Employees and Students						
	OF REQUIREMENTS		WHERE TO SE	ECURE			
Faculty and Staff							
Borrower's Card (1 origin	nal)	Library and I Reference D	•	ce Center Section-			
Any government-issued	identification card (1 original)	Provided by	the Client				
Borrowed Resources		Provided by	the Client				
Student							
Borrower's Card/Borrow	Library and Learning Resource Center Section - Reference Desk						
Library Card (1 laminate	Library and Learning Resource Center Section - Reference Desk						
Borrowed Resources		Provided by the Client					
Official Receipt (For ove	r-due books)	Cashiering Section					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE			
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel			
2. Present the borrowed resources at the Reference Desk for verification and return.	 2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, return the documents handed over by the client (such as Government ID, Library 	None	5 Minutes	Library and Learning Resource Center Section, Personnel			

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					2013
	Card).				
	b. Return the reso into its proper p				
3. For overdue or	3. Safely keep the			2 Minutes	Library and
damaged resources, comply with the corresponding sanction or fines.	item being sanctioned or the official receipt for the amount being paid.		The les with	2 Minutes	Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In- Charge	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how long the books are	3 Minutes	Head/Cashiering Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		TOTAL:	Depending on the number of	13 Minutes	
			minutes/ hours being sanctioned/ fined.		



students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.) **Office/Division:** Library and Learning Resource Center Section Classification: Simple G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: **Employees and Students** CHECKLIST OF REQUIREMENTS WHERE TO SECURE Reservation Form (1 original) Library and Learning Resource Center Section-**Reference Desk** For Students: Library Card (1 laminated) Provided by the Client For Employees: Any government-issued Provided by the Client identification card (1 original) CLIENT STEPS AGENCY ACTION FEES TO PROCESSING PERSON **BE PAID** TIME RESPONSIBLE 1. Assist the client 2 Minutes 1. Input/scan Library None Library and during the AVR Card in the Entrance Learning reservation process. Logger System, and Resource Center sign in the logbook Section, located at the Personnel reference desk. 2. Receive the AVR 2 Issue the AVR None 3 Minutes Library and Reservation Form, Reservation Form to Learning and fill out the the client, and check Resource Center required information. for the correctness of Section. the entries. Provide Personnel assistance for queries. 3. Submit the 3. Check and safely 2 Minutes None Library and requirements. keep the presented Learning requirements, then Resource Center hand over the key Section. and/or resources for Personnel the intended purpose. TOTAL None 7 Minutes

6. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty, staff, and



PROCUREMENT UNIT

EXTERNAL SERVICES

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Issuance of Bidding Documents

This process pertains to acquire bidding documents allowing suppliers and contractors to compete in the bidding as mandated by the law (RA 9184).

the bidding as m	andated by	the law (R/	A 9184).				
Office/Division PROCUREMENT UNIT							
Classification:		SIMPLE					
Type of Transa	action:	G2B – G	OVERNMENT TO	O BUSINESS			
Who may avai	:	Supplier	/Contractor/Con	sultant			
CHECKLIST O	F REQUIRE	MENTS		WHERE TO	O SECURE		
NONE				NO	NE		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Inquire on the Bidding Documents	 Assess the contractors/supplier s on the fee. Issue Order of Payment Slip to prospective bidder. Provide Monitoring Logbook to the client. 		NONE	5 minutes	Procurement Unit Staff		
1.1. Sign on the logbook with date & time the Order of Payment slip received.							
2. Pay the bidding fee to the Cashiering Unit.	2. Receive and issue Receipt.		Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Cashier Unit Staff		
 3. Provide photocopy of the Official Receipt. 3.1 Sign on the Logbook with date & time the bid documents received. 	3. Release prospectiv supplier th complete s documents 3.1 Provide Monitoring to the clier	e bidder/ e set of bid s. e Logbook nt.	NONE	2 minutes	Procurement Unit Staff		
		TOTAL	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC)	12 minutes			



APPLICABLE FEES FOR BIDDING DOCUMENTS

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	PHP 1,000.00
1,000,000.00	1111 1,000.00
More than PHP 1,000,000.00 up to	PHP 5,000.00
5,000,000.00	
More than PHP 5,000,000.00 up to PHP	PHP 10,000.00
10,000,000.00	
More than PHP 10,000,000.00 up to PHP	PHP 25,000.00
50,000,000.00	
More than PHP 50,000,000.00 up to PHP	PHP 50,000.00
500,000,000.00	
More than PHP 500,000,000.00	PHP 75,000.00



2. Issuance & Receipt of Request for Quotation Forms This process pertains to the Issuance of Request for Quotation Forms to be filled out by the prospective bidder/supplier and receipt of filled out request for quotation forms.

Office/Division		PROCURE		т		
Classification: SIMPLE						
		ERNMENT TO BUSINESS				
			ntractor/Co			
CHECKLIST OF F				1	ERE TO SECUR	2F
NONE				NOI		
CLIENT STEPS	AGENC	Y ACTION	FEES TO E		PROCESSING	PERSON RESPONSIBLE
			PAID		TIME	
1. Fill out the quantity and amount of the Request for Quotation Form (RFQ).	User at I Form aff Purchas has bee the Budg College and the of the Bi Awards	Committee fter BAC	NONE		5 minutes	Procurement Unit Staff End User
1.2 End User signs on the logbook with date & time upon receipt of the RFQ. Note: The end user should reach out to three (3) potential suppliers/clients who are interested in providing quotes by completing the Request for Quotation Form.	1.2 Prov monitori the end	ng logbook to				
		ut RFQ Form d-User.	NONE		5 minutes	Procurement Unit Staff End User
2.1 End User signs on the logbook with date and time after the Filled out RFQ are verified and received.	2.1 Prov monitori the end	ng logbook to				
	TOTAL		NONE		10 MINUTES	



PROCUREMENT UNIT

INTERNAL SERVICES

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Preparation and Submission of Annual Procurement Plan This process pertains to the preparation and submission of Annual Procurement Plan. An approved Annual Procurement Plan enables the end user to facilitate purchase requests for acquiring goods and services accordingly, as outlined in their Project Procurement Management Plan.

Office/Division		PROCUREMENT UNIT						
Classification:		COMPLEX	COMPLEX					
Type of Transa		G2G – GO	VERNMEN	т то о	GOVERNMENT			
Who may avail			ivision/Sec		nit (End User) of the	college		
CHECKLIST OF					RE TO SECURE			
PROJECT PRO PLAN	CUREME	NT MANAG	EMENT	Provi	ided by the Client (er	nd-user)		
CLIENT STEPS	AGENC	Y ACTION	FEES TO PAID	BE	PROCESSING TIME	PERSON RESPONSIBLE		
 Submit to the Procurement Unit the Approved Project Procurement Management Plan (PPMP) Sign on the logbook with date & time upon submission of the PPMP. 	1. Consolid Approved Procureme Manageme (PPMP) of division /se (end user) college 1.1 Provide the End Us	Project ent ant Plan all office, ection/unit of the e Logbook to	NONE		7 working days	Procurement Unit Head End-User		
None	College Pr the Head o Entity (HO Approval. 2.1 Prepar	ent Plan to Awards on, and to the esident as of Procuring PE) for e Transmittal submission of eep it for	NONE		1 working day	Procurement Unit Head BAC Chairperson		
	TOTAL				8 DAYS			



2. Alternative Mode of Procurement

This process pertains to allowing the offices/division/section/unit (end user) of the school to submit Purchase Request and be processed according to the law (RA 9184). In order to promote economy and efficiency, the procuring entity may resort to any of the alternative methods of procurement provided that in all instances, the Procuring Entity shall ensure that the most advantageous price for the Government is obtained.

Office/Division		PROCUREME						
Classification:		HIGHLY TECHNICAL						
Type of		G2G – GOVERNMENT TO GOVERNMENT						
Transaction:								
Who may avail:		All Office/Divis	ion/Section	/Unit (End	User) of the col	ege		
CHECKLIST OF					TO SÉCURE	•		
ACCOMPLISHE			JESTS (3		by the Client			
copies)			χ-		y -			
ASPP/PPMP (1 0	сору р	hotocopy)		Provided	by the Client			
Activity Design (i			inal)		by the Client			
CLIENT STEPS	AGEN	ICY ACTION	FEES TO B	E PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit all		eceive the	NONE		5 minutes	Procurement Unit		
requirements		ved Purchase				Staff		
and present all		est (PR) along						
original copies to		he supporting						
the Request the	docur	nents			5 minutes			
Bids and Awards Committee	121	ffix control	NONE			Procurement Unit Staff		
(BAC)	1	er on the	NONE			Stall		
Secretariat of the		oved Purchase						
Procurement	Requ							
Unit, and Sign								
on the Received	1.3 F	orward the	NONE					
Purchase		oved Purchase			E i i	Procurement Unit		
Requests		est the Bids			5 minutes	Staff		
Logbook		wards				BAC Secretariat		
		nittee (BAC)						
		etariat for						
		ssing. orward the	NONE		10 minutes	Procurement Unit		
		ved PR to the				Staff/		
		Chair for the				BAC Secretariat		
		fication of						
	mode							
		rement						
2. Sign on the		orward the	NONE		7 working days	Procurement Unit		
logbook after		ved Purchase				Staff/BAC Secretariat		
receipt of		est (PR) to the				End-User		
Approved Purchase	1	Jser; Posting of						
Request and	1	tion @ eps/distribution						
distribution of		Qs to the End-						
RFQ		Suppliers.						
3. Sign on the		eceive the	NONE		1 working day	Procurement Unit		
Logbook after		out Request				Staff		
submission of	for Q	uotation Forms						
Filled out								
Request for								
Quotation Form	0.0.1				O una stata a st			
		ward the	NONE		2 working days	BAC Secretariat		
		ng bidder g Bids and				Procurement Unit		
	uunn	y Dius ariu						



				2013
	Awards Committee Meeting & preparation of Notice Of Award (NOA), Notice To Proceed (NTP) & Purchase Order (PO)			
	3.3 Forward the NOA and PO to the Accountant for countersigning of the PO and forward to the Office of the President for Approval. Obligate the awarded amount.	NONE	2 working days	Procurement Unit Staff BAC Secretariat
	3.4 Issue copy of duly approved NOA or PO to the suppliers or contractors for signing	NONE	7 working days	Procurement Unit Staff BAC Secretariat
	3.5 Forward a copy of duly confirmed Purchase Order (PO) to the Commission on Audit. Make a transmittal for monitoring.	NONE	5 minutes	Procurement Unit Staff BAC Secretariat
	3.6 Forward all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	NONE	10 minutes	Procurement Unit Staff
	3.7 Post the awarded projects / contracts, for transparency, on a conspicuous place at the DDOSC website ddosc.edu.ph and on PhilGeps	NONE	1 hour	BAC Secretariat
4. Receive notification on the approval of their request.	 4.1 Inform the client on the approval of their request. 4.2 Make an Advisory for the awarded Purchase Orders of its Purchase Requests. 	NONE	5 minutes	Procurement Unit Staff
	TOTAL		19 DAYS, 1 HR. & 45 min.	



STUDENT AFFAIRS AND SERVICES DIVISION

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs an	d Services Division/Section
Classification:	Highly Technical	
Type of Transaction:	G2C - Governmer	nt to Citizen
Who may avail:	All Students throu	gh their Personnel-In-Charge
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE
Representative (Personnel In-Charge)		
Approved Course Syllabus photocopy)	s/Manual (1	Faculty handling the subject / Academic Department / Dean
Annex A and B (2 original)		Student Affairs and Services Division/Section
Letter of Intent		Provided by the Client
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section
Approved Travel Order of		Provided by the Client
Charge		
Personnel-in-Charge's pro	of of attendance	Provided by the Client
to first-aid/medical emerge		
Pictures of First Aid Kit		Provided by the Client
Breakdown of Fees (if app	licable)	Provided by the Client
Student's Health Insurance		Health Services Unit
Notarized Affidavit of Cons	sent of Parents (2	Student Affairs and Services Division
original)		
Updated Medical Certificat	e (1 original)	Provided by the Client
Student Travel Permit (1 o	riginal)	Student Affairs and Services Division/Section
Students' mobility		College's Driver / Sub-contracting travel agency
For college vehicle:		
- Updated/valid docu	iments pertaining	
to registration, insu		
assurance of road	worthiness, and	
driver's license.		
For third-party or sub-con		
 Updated/valid docu 		
to registration, insu	•	
assurance of road		
driver's license, fra		
LTFRB or Travel ar	•	
duly accredited by	the Department of	
Tourism.		Descrided by the Oliget
Documentations of the follo	owing activities	Provided by the Client
conducted:	otion to concerned	
- Orientation/consult	ation to concerned	
participants - Announcement to p	participants and	
parents regarding t	-	
activity	ne on-campus	
 Dissemination of in 	fo	
materials/learning j		
students		
- Emergency prepare	edness plan to be	
given to students a		
green to oradonito u		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS	1.1 Receive the	None	3 Days	SASD Staff
Request Form	documents			
and submit all the	submitted			
required documents to the	1.2 Check the			SASD Director
Student Affairs	correctness and			
and Services	completeness of			
Division/Section.	the documents submitted and			
	issue control			
	numbers to the			
	Notarized			
	Affidavit of Consent of			
	Parents			
	1.3 Endorse the			
	Student Travel Permit, and			SASD Director, VPAA/Branch
	Annex A and B			Director, and College President
	for			
	recommending			
	approval of the Vice President			
	for Academic			
	Affairs/Branch			
	Director and the			
	subsequent approval of the			
	College			
	President.			
2. Wait for the	2.1 Submit documents to		15 Days	SAS Director/Section Head, and
approval from CHED	CHED			CHED personnel
	2.2 Make follow-up			
	as to status of			
2. Dessive 1 evisivel	documents	News		
3. Receive 1 original of controlled	3.1 Issue and record the Student	None	5 Minutes	SASD Staff
Student Travel	Travel Permit			
Permit, notarized and controlled	No.			
Affidavit of	3.2 Provide the			SASD Staff
Consent of	client a routing			
Parents,	slip as to the			
notarized and approved Annex	approval of the travel attached			
A and B, and	with original			
Certificate of	copies of the			
Compliance from CHED, and log	controlled Student Travel			
into the Student	Permit, notarized			
Travel Permit	and controlled			
Logbook	Affidavit of			
	Consent of Parents,			
	notarized and			
	approved Annex			
ΠΑΥΛΟ DE ODO CTATE	E COLLEGE CITIZEN'S CH	IADTED		Page 80



A and B, a				
Certificate	of			
Complianc	e from			
CHED				
1	OTAL	None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular offcampus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section				
Classification:	Complex				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All Students throu	udents through their Personnel-In-Charge			
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE			
Representative (Personn	el In-Charge)				
Letter of Intent		Provided by the Client			
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section			
Approved Travel Order of	the Personnel-In-	Provided by the Client			
Charge					
Personnel-in-Charge's pro		Provided by the Client			
to first-aid/medical emerge	ncy training				
Pictures of First Aid Kit		Provided by the Client			
Breakdown of Fees (if app		Provided by the Client			
Student's Health Insurance		Health Services Unit			
Notarized Affidavit of Cons original)	ent of Parents (2	Student Affairs and Services Division			
Updated Medical Certificat	e (1 original)	Provided by the Client			
Student Travel Permit (1 o	riginal)	Student Affairs and Services Division			
Students' mobility		College's Driver / Sub-contracting travel agency			
For college vehicle:					
- Updated/valid docu					
to registration, insu					
assurance of road	worthiness and				
driver's license.					
For third-party or sub-con					
- Updated/valid docu					
to registration, insu					
assurance of road	-				
driver's license, fra					
LTFRB or Travel and Tours Operator duly accredited by the Department of					
Tourism.	the Department of				
Documentations of the follo	owing activities	Provided by the Client			
conducted:	0				
- Orientation/consult	ation to concerned				
participants					
- Announcement to p					
parents regarding t	he off-campus				
activity					



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
. Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	2 Days and 4 Hours	SASD Staff
required documents to the Student Affairs and Services Division/Section.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director SASD Director, VPAA/Branch Director, and College Presiden
	1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			
. Receive 1 original of controlled Student Travel	2.1 Issue and record the Student Travel Permit	None	5 Minutes	SASD Staff
Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	No. 2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.			SASD Staff
	TOTAL	None	2 Days, 4 Hours, and 5 Minutes	

Dissemination of info

materials/learning journals for

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3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section				
Classification:	Simple					
Type of Transaction:	G2C – Governme	ent to Citizen				
Who may avail:	Student Organiza	ation Officers/M	embers			
CHECKLIST OF REQUIREMENTS			WHERE TO	SECURE		
Principal						
SAS Request Form (1 c	riginal)	Student Affair	s and Services Divisio	on/Section		
Certification Attachment	Form (1 original)	Student Affair	s and Services Divisio	on/Section		
Representative						
Authorization Letter (1 c	riginal)	Provided by th	ne Client			
the person being repres	Government-issued identification card of he person being represented (1original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by the Client			
Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative				
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill-out the SAS Request Form and the	1. Receive the documents from the client.	None	1 Day	SASD Staff		
Certification Attachment Form and submit the forms to the Student Affairs	1.1 Check the appropriatenes s, completeness			SASD Director		
and Services Division/Section.	and legality of the claim 1.2 Start processing the request.			SASD Staff		
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	SASD Staff		
	TOTAL	None	1 Day, 3 Minutes			



4. Issuance of Excuse Slip for Class Absences This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Student Affairs ar Simple G2C – Governme All students REMENTS	ent to Citizen	sion/Section WHERE TO	SECURE	
G2C – Governme All students		WHERE TO	SECURE	
All students		WHERE TO	SECURE	
	Student Affaira	WHERE TO	SECURE	
REMENTS	Student Affairs	WHERE TO	SECURE	
	Student Affaire			
	Student Analls	and Services Division	n/Section	
	Provided by the	e Client		
ds to the reason of	Provided by the	e Client		
absence Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and Counseling Unit		
AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students. 	None	10 Minutes	SASD Staff SAS Division Director	
2. Issue the client with Excuse Slip.	None	3 Minutes	SASD Staff	
TOTAL	None	13 Minutes		
1	Excuse Slip (for ve class absences) AGENCY ACTION I.1 Receive the documents from the client I.2 Verify the document/s presented by the students. 2. Issue the client with Excuse Slip.	Excuse Slip (for ve class absences) Guidance and of ve class absences) AGENCY ACTION FEES TO BE PAID I.1 Receive the documents from the client None 1.2 Verify the document/s presented by the students. None 2. Issue the client with Excuse Slip. None	Excuse Slip (for ve class absences)Guidance and Counseling UnitAGENCY ACTIONFEES TO BE PAIDPROCESSING TIME1.1 Receive the documents from the clientNone10 Minutes1.2 Verify the document/s presented by the students.None3 Minutes2. Issue the client with Excuse Slip.None3 Minutes	



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs ar	nd Services Divis	sion/Section		
Classification:	Simple				
Type of Transaction:	G2C – Governme	ent to Citizen			
Who may avail: All students					
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE	
SAS Request Form		Student Affairs	and Services Divisio	n/Section	
Justification Letter (1 o		Provided by the			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
3. Log the client's name in the Logbook provided at the Guardhouse.	1.1 Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel	
 Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section 	 Receive the Justification Letter from the client Check and verify the justification presented Start processing the request 	None	5 Minutes	SASD Staff SASD Director SASD Staff	
1. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASD Staff	
	TOTAL	None	9 Minutes		



SUPPLY AND PROPERTY MANAGEMENT UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



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

(This process pertains to the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.)

Office/Division	SUPPLY AND P	ROPERTY MAN	AGEMENT UNIT	
Classification	Highly Technical			
Type of Transaction	G2B- Governmer	nt to Business E	ntity/ies	
WHO MAY AVAIL	Suppliers/Contra	ctors		
CHECKLIST OF REQU	JIREMENTS	WHERE TO SE	ECURE	
Approved Purchase Ore (Original copy)	der/Work Order	Procurement U	nit	
Invoice/ Delivery Recei (Original Copy)	pt	Provided by the	e Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents for the delivery of items in the office of the Supply and Property Management Unit	1.Check completeness of the submitted documents	None	20 Minutes	Supply and Property Management Unit Personnel
2.Deliver Items	 2.1 Check and receive the item/s delivered if it is in conformity with the specifications and quantity indicated in the Purchase Order/Work Order. Note: For cases of non-conformity with the specifications, return items to supplier 		2 hours	Supply and Property Management Unit Personnel
	2.2 Prepare and issue Request for Inspection to Inspection		1 working day	Supply and Property Management Unit Personnel



 		2013
Committee		
Members		
2.3 Prepare	1 working day	Supply and Property
Inspection		Management Unit
and		Personnel
Acceptance		
Report for		
delivered		
items		
2.4 Check and	2 working days	Inspector
inspect the		mopootor
item if in		
conformity		
with the		
specification		
indicated in		
the Purchase		
Order /Work		
Order.Sign		
Inspection		
and		
Acceptance		
Report		
2.5 Accept the	30 minutes	Supply Officer
items		
delivered,		Supply and Property
and sign the		Management Unit
Inspection		Personnel
and		
Acceptance		
Report.		
2.6Post/record		Supply and Property
		Supply and Property
delivered		Management Unit
items		Personnel
manually in		
the Property/		
Stock/ Ledger		
card, and		
supply		
inventory		
system	1 working day	
		Supply and Property
2.7 Prepare DV		Management Unit
and check,		Personnel
attach		
supporting		
documents,		



			2013
and forward to the Accounting			
Unit			
Total	None	5 working days, 2 hours , 50 minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



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

(This process pertains to the processing of requests for requisition and issuance of supplies, materials, and equipment.)

and equipment.)						
Office/Division		Supply and Property Management Unit				
Classification		Complex				
Type of Transaction		G2G -Governerment to Government				
WHO MAY AVAIL	E	End-users				
CHECKLIST OF REQUIREMENT				WHERE TO SECURE		
Requisition and iss	suance	e Slip (3 copies	Original)	Supply and Property Management Unit		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Requisition of Supplies, Materials and PPE:	f a	Receive RIS or stock availability nquiry	None	10 minutes	Supply and Property Management Unit Personnel	
Submit accomplished Requisition and Issuance Slip (RIS) to the	s	Check availability of stocks		15 minutes	Supply and Property Management Unit Personnel	
Supply and Property Management Unit	u s r c r r	n case of unavailable stocks, certify non-availability of stock and eturn RIS to equisitioning officer.		15 minutes	Supply and Property Management Unit Personnel	
2. For Issuance: Receive notice of availability of items	<i>matei</i> <i>experi prope</i> Prepa notice	<i>r supplies, rials, semi- ndable erty, and PPE</i> : are and issue e to end-user /ailability of	None	30 minutes	Supply and Property Management Unit Personnel	
3. Present duly accomplished Requisition and Issuance Slip for supplies,	a r a	Check, approve, and ecord the availability of tem	None	1 hour	Supply and Property Management Unit Personnel	
materials and equipment	n	For Construction naterials: /alidate items		1 hour	Supply and Property Management Unit Personnel	



	I	I	1	2013
	requested for construction/ fabrication/ repair by administration			
	3.3 For Semi- expendable PPE: Prepare and sign Inventory Custodian Slip(ICS)		1 working day	Supply and Property Management Unit Personnel
	Place property sticker			
	3.4 For PPE: Prepare and sign Property Acknowledgm ent Receipt (PAR)		1 working day	Supply and Property Management Unit Personnel
	Place Property Sticker			
4. Receive Items	4.1 For supplies and materials: check, count, and issue items to end- users	None	2 hours	Supply and Property Management Unit Personnel
	4.2 For PPE and Semi- expendable: check, count, and issue items to end- users		2 hours	Supply and Property Management Unit Personnel
	4.3 For supplies, materials and PPE: Post/record issued items manually to Property/Stock /Ledger card		1 working day	Supply and Property Management Unit Personnel
	4.4 Prepare and submit RSMI (For Supplies and Materials),		1 working day	Supply and Property Management Unit Personnel
ΠΑΥΛΟ ΠΕ ΟΡΟ STA	TE COLLEGE CITIZEN'S	силотер		Page 92



			1	
	and Report of Semi- Expendable Property Issued, together with ICS to Accounting Unit			
	4.5 Submit RIS and PAR to Accounting Unit (PPE)		1 working day	Supply and Property Management Unit Personnel
Total- For Sup	oplies and Materials	None	2 working days, 4 hours, 10 minutes	
Total- For Construction Materials		None	2 working days,5 hours , 10 minutes	
Total- Fo	or Semi-Expendable Property and PPE	None	3 working days,3 hours, 10 minutes	

2. Processing of Request for Clearance of employee availing leave beyond 30 days or employee who tenders resignation

(This process pertains to the verification and checking of the property accountability of an employee availing leave beyond 30 days, or who tenders resignation).

Office/Division		Supply and Property Management Unit					
Classification		Complex					
Type of Transaction G2G - G		G2G -Gove	vernment to Government				
WHO MAY AVAIL DDOSC E		DDOSC EI	mployees				
CHECKLIST OF	REQUIRE	MENT	WHERE TO SECURE				
CS Form No. 7 C	learance	Form (4	Human Resourc	ces Management	Unit		
copies)			(CS Form No.7 Clearance Form is also downloadable at <u>https://tinyurl.com/DDOSCHRForms</u>).				
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill out and forward the Clearance Form for signature to the Office of	1.1 Receive the accomplished Clearance Form		None	5 minutes	Supply and Property Management Unit Personnel		
the Supply and Property	1.2Verify property accountability of client			15 minutes	Supply and Property Management Unit Personnel		



Manageme nt Unit				2013
2. Request to check property accountabili ty and receive signed clearance if all is in order.	2.1 For client without Property accountability: Sign Clearance For client with property accountability/ ies: Check and verify accountability, if there are no missing property Sign Clearance	None	5 minutes 5 hours	Supply Officer Supply and Property Management Unit Personnel Supply Officer
	For client with missing property accountability/ ies: Prepare and compute book value of the missing property accountability		2 days	Supply and Property Management Unit Personnel Supply Officer
3. Client with missing property accountabili ty/ies: Prepare and Submit Notarized Report of Lost, Stolen, Damaged or Destroyed Semi- expendable Property and PPE	3. Receive notarized Report of Lost, Stolen, Damaged or Destroyed Semi- expendable property and PPE	None	3 working days	Cashiering Unit
4. Pay the correspondi ng amount	4. Receive payment and issues Official Receipt	Amount of assessed value of missing	30 minutes	Cashiering Unit personnel



		property accountability/ ies		
5. Submit photocopy of Official receipt as proof of	5.1 Record Official Receipt	None	10 minutes	Supply and Property Management Unit Personnel
paid accountabili ty/ies	5.2 Sign Clearance			Supply Officer
	5.3 Drop paid items from inventory system		2 hours	Supply and Property Management Unit Personnel
Total of Client without Property accountability/ies		NONE	25 minutes	
Total of Client with Property accountability/ies		NONE	5 hours , 20 minutes	
Total of Client with missing Property Accountability/ies		Amount of assessed value of missing	6 working days	

3. Processing of Request for Physical Inventory of Property Accountabilities (This process pertains to the service that allows the client to request special inventory of property accountabilities.)

Office/Division		Supply and Property Management Unit					
Classification	Complex	Complex					
Type of TransactionG			G2G -Government to Government				
WHO MAY AVAIL				DDOSC Employees			
CHECKLIST OF REQUIREMENT				WHERE TO SECURE			
Accomplished Request Slip			Supply and Property Management Unit				
CLIENT STEPS	AGENCY ACTION			s to Paid	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit accomplished Request for Inventory of Property	1.1 Receive, record, and approve Request for Inventory		Nc	one	10 minutes	Supply and Property Management Unit Personnel	



			1	2013
Accountability to the office of Supply and Property Management Unit	1.2 Prepare checklist, set schedule for Inventory. Inform the client of set schedule for inventory		2 hours	Supply and Property Management Unit Personnel
2. Attend the set schedule of Inventory	2.1 Conduct of Inventory	None	2 working days	Supply and Property Management Unit Personnel
	2.2 Prepare report on the conduct of inventory, including lost or missing property accountabilities		1 working day	Supply and Property Management Unit Personnel
3. If there are missing property accountabiliti es, prepare and submit notarized report of lost, stolen, damaged, and/or, destroyed semi- expendable property and PPE.	 3.1 Prepare and compute book value of the missing property accountability 3.2 Check and receive notarized Report of lost, stolen, damaged, and/or destroyed semi- expendable property and PPE 	None	2 working days	Supply and Property Management Unit Personnel
4. Settle missing property accountability /ies, and submit Official Receipt of payment or replacement	4.1 Receive payment for the assessed amount of missing property accountabilities 4.2 Receive and	Amount of assessed missing property accountab ilities	10 minutes	Cashiering Unit Personnel Supply and Property
of lost items as proof of settlement	4.2 Receive and record proof of settlement		10 minutes	Manageement Unit Personnel
	4.3 Drop property in the Inventory		10 minutes	Supply and Property Management Unit Personnel



Record.			
Total	Amount of assessed missing property accountab ilities	5 working days, 2 hours, 40 minutes	



MARAGUSAN BRANCH

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



ADMISSION AND STUDENT RECORDS SECTION

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Incoming Freshme	ncoming Freshmen Students and Transferees		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
For First Year:				
Admission Examination R	esult (1 original)	Guidance and Testing Unit		
Enrollment Process Slip (1 original)	Admission and Student Records Section		
Senior High School Form Certificate of Rating (1 ori		Previous School		
Certificate of Good Moral original)	Character (1	Previous School		
 PSA Copy of Birth Certific photocopy) Note: If the PSA copy is ille issued Birth Certificate must verification. (1 colored photo Ensure to bring the Original verification purposes. PSA Copy of Marriage Certificate married women – 1 colore Note: If the PSA copy is ille issued Marriage Certificate of for verification. (1 colored pherification. (1 colored pherification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1p) 	egible, a locally t be provided for for ocopy) Copy solely for ertificate (for ed photocopy) egible, a locally must be provided for notocopy) Copy solely for white background	Provided by the Client		
For Transferees:				
Transfer of Credentials or Dismissal (1 original)	Honorable	Previous School/ University		
Transcript of Records (TC Copy or Certificate of Gra	•	Previous School/ University		
Certificate of Good Moral original)		Previous School/ University		
Validation Form for Credit	ed Courses (3	Admission and Student Records Section or download at		



original)		https://tinyurl.co	om/ASRSFORMS	2013
Enrollment Process S	lip (1 original)	Admission and Student Records Section		
verification. (1 colored µ Ensure to bring the Orig verification purposes. PSA Copy of Marriage married women – 1 co Note: If the PSA copy issued Marriage Certific for verification. (1 colore Ensure to bring the Orig verification purposes.	s illegible, a locally must be provided for for photocopy) ginal Copy solely for e Certificate (for olored photocopy) is illegible, a locally cate must be provided for ed photocopy) ginal Copy solely for with white background) e (1 pc.)	Admission and Student Records Section Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit all the required documents. Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client.2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.	None	30 Minutes	Faculty In-charge
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the 		1 Hour	Dean and Associate Dean Department



			I	2013
Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	30 Minutes	Admission and Student Records Section Personnel Faculty In-charge
	4.1 Sign the Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	 5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
 5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID. 	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip. 	None	15 Minutes	Student Accounts and Scholarship Unit Personnel



				2013
 7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge 	7. Receive and sign the Enrollment Process Slip.7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Division Personnel
тот	AL FOR FIRST YEAR:	None	7 Hours	
TOTAL	FOR TRANSFEREES:		8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Section			
Classification:	Simple				
Type of Transaction	G2C-Government to	o Citizen			
Who May Avail:	Returnees and Incom	ing 2 nd year to 4 ^t	^h Year DDOSC Stud	ents	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE	
Clearance of the Prev	ious Semester		d Student Records com/ASRSFORMS	Section or download at	
Evaluation of Grades		Admission an	d Student Records	Section/ Department	
Enrollment Process S	lip	Admission an	d Student Records	Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Submit all the required documents. 1.1 Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Student Records Section	
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours 2 Hours	Faculty In-charge Dean and Associate Dean	
For returnees: Present Enrollment	2.1 For returnees, check the			Department	



	<u>.</u>			2013
Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. 1 Sign the Enrollment	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge
	Process Slip.			Department
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	1 Hour	Staff In-charge Admission and Student Records Section
Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip. 	None	15 Minutes	Staff In-charge Scholarship Unit
	OR 2 nd Year to 4 th YEAR		6 Hours	
	STUDENTS:	None		
TO	TAL FOR RETURNEES:		8 Hours	

TOTAL FOR RETURNEES: 8 Hours
 * The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry
System issues.



3. Enrollment Procedure for Shifters This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Stud	dent Records S	ection	
Classification:	Simple			
Type of Transaction	: G2C-Government to	o Citizen		
Who May Avail:	Existing DDOSC Stud	dents		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE
For Shifters:				
Accomplished Shifting	g Form (1 original)		nd Student Records	Section or download a
Evaluation of Grades	(1 original)			Section/ Department
Shiftee Referral Slip (1 original)	Department		
Shiftee Recommenda	tion Slip (1 original)	Guidance and	d Testing Unit	
Clearance of the Prevoriginal)	·	https://tinyurl.	.com/ASRSFORMS	
Enrollment Process S	Enrollment Process Slip (1 original)		nd Student Records	Section
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required enrollment documents. Secure Enrollment Process Slip.	 2. Receive and check the submitted documents. 1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Studen Records Section
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	 Attend to the inquiry and check availability of slot. Sign the Enrollment Process Slip. 	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form.3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Studen Records Section
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee	4.Issue Evaluation of Grades and Shiftee Referral Slip.4.1 Check and sign the	None	1 Hour	Faculty In-charge Dean and Associate Dean
Referral Slip. Present Shifting Form anf Enrollment	Shifting Form for reccomendation.			Department (Current Program)



				2013
Process Slip.	4.2 Sign the Enrollment Process Slip.			
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	 5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process or iteration 	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	Slip.6. Receive and checkthe documentssubmitted.6.1 Sign the ShiftingForm for approval.6.2 Assess coursesbased on theEvaluation of Gradesand issue Advising Slipto the student.6.3 Sign theEnrollment ProcessSlip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	 7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip. 	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment	 9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR) with "OFFICIALLY 	None	1 Hour	Staff In-charge Admission and Student Records Section



				2013
Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process			
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	Slip. 10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit
	TOTAL:	None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA) This process pertains to the procedure that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

				1	
Office/Division:	Admission and Stud	Admission and Student Records Section			
Classification:	Simple				
Type of Transaction	G2C-Government to	Citizen			
Who May Avail:	All DDOSC Students	All DDOSC Students			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Accomplished Droppin	ng Form (1 original)		d Student Records	Section or download at	
Accomplished Leave original)	of Absence Form (1	Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS			
Consent Letter from the (1 original)	ne Parents or Guardian	Provided by the Client			
Medical certificate, if t Absence is health rela	he reason for Leave of ated (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
2. Proceed to the Guidance and Testing Unit and present the forms	2. Check the submitted forms and documents. Provide Exit Questionnaire.	None		Staff In-charge, Guidance and Testing Unit	



and other related			2 Hours	Guidance Counsellor
documents.	2.1 A counseling will be done with the student.			Guidance Counsellor
	2.2 Counter-sign the Forms.			
3.Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to	None	2 Hours	Associate Dean and Dean Department
Guardian to the Associate Dean and Dean for approval.	the Admission and Student Records Section.			
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4.Check and evaluate the submitted forms and other documents.4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Section
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the 	None	15 Minutes	Staff In-charge Admission and Student Records Section
	student. 5.2 Issue the duly signed forms to the student.			
	TOTAL:	None	4 Hours & 55 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:		Admission and Student Records Section					
Classification:		Simple					
Type of Transaction	on:	G2C-Government	to Citizen				
Who May Avail:		Student/Alumni/D	uly Authorized I	Representative			
CHECKLIST OF REQUIREMENTS				WHERE TO SI	ECURE		
Records Request Slip (1 original)			Admission and	d Student Records \$	Section		
Records Claim Slip	(1 or	iginal)	Admission and	d Student Records S	Section		
Official Receipt (1 of	origina	al)	Cashiering Un	it			
Duly Signed Studer	nt Cle	arance Form		d Student Records S com/ASRSFORMS	Section or download at		
Transcript of Recor Photocopy) Diploma (1 Colorec	•						
Documentary Stamps (30.00/copy)		Provided by the Client					
Mailing Stamp (depends on the location)							
Additional Requirement for Duly Authorized Representative							
Authorization Letter			Provided by the authorized representative				
Any Valid ID (1 orig photocopy with 3 si							
CLIENT STEPS	<u> </u>	,	FEES TO BE	PROCESSING	PERSON		
O ultrasit	Dee		PAID		RESPONSIBLE		
Submit requirements.		eive and check irements.	None	5 Minutes	Staff In-charge Admission and Student Records Section		
Fill-out and	1 Pro	vide Records					
submit Records	Req	uest Slip and					
Request Slip and	Clair	n Slip.					
Claim Slip.							
2. Present		rocess the	See table				
Records Request		nent and issue	below		Staff In-charge		
Slip and pay the	the (Official Receipt.		15 Minutes			
corresponding			Cashiering Unit				
fees.							
Present the Official	3. R	eceive and check					
Receipt to the	the (Official Receipt.					
Admission and					Staff In-charge		
Student Records		ue the Student	None	5 Minutes	Admission and Student Records Section		
Section and		ords Claim Slip			Records Section		
secure the	Indic	ating the date of					



				2013
Records Claim Slip.	release. .2. Process the		3 Days	
	requested		o Dayo	
	document/s.			
Present the	4. Receive the			
Records Claim	Records Claim Slip.	None		
Slip, log-in to			20 Minutes	Staff In abarra
monitoring logbook and receive the credential.	4.1. Provide the monitoring logbook.		20 minutes	Staff In-charge Admission and Student Records Section
	4.2. Issue the			
	requested credential.			
		See table	3 Working Days	
	TOTAL:	below	& 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



institution.) Office/Division:	Appraisal and Testing Un	nit		
Classification:	Highly Technical			
Type of Transaction	: G2C-Government to Citiz	en		
Who May Avail:	Incoming first-year, trans	feree student	s, and high school	graduates (old
CHECKLIST OF REG			WHERE	
	ZUIREIVIEN I S			
			SECURE	
Senior High School	Applicants:			
DDOSC Admission T	est Application Form	To be provid	led by the Apprais	al and Testing Unit
Two (2) pcs of 2x2 pi	cture	To be provid	led by the applicar	nt
•	that the applicant is a	To be provid	led by the applicar	nt
only)	senior high school students			
Transferee Applicar				
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit		
Two (2) pcs of 2x2 picture		To be provided by the applicant		
Transcript of records (TOR)		To be provided by the applicant		
High school graduates (old curriculum):				
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit		
Two (2) pcs of 2x2 pi	cture	To be provided by the applicant		
Form 138/Diploma		To be provided by the applicant		
CLIENT STEPS	AGENCYACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	 Post the admission application period at: <u>https://www.facebook.com/</u> <u>profile.php?id=100063638</u> <u>413603</u> Verify the documents of applicants for completeness and authenticity. Issue an acknowledgment slip to the student applicant. 	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	 Prepare the schedule for the admission test. Publish the scheduled examination to inform the applicants at: <u>https://www.facebook.com/</u> profile.php?id=100063638 413603 	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: <u>https://www.facebook.co</u> <u>m/profile.php?id=100063</u> <u>638413603</u>	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit					
Classification:	Simple					
Type of Transaction:	G2C - Governmer	G2C - Government to Citizen				
Who may avail:	Students	Students				
CHECKLIST OF REQ	HECKLIST OF REQUIREMENTS WHERE TO SECURE					
 For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card 		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head		
TOTAL		Total Outstanding Balance	10 Minutes			



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit	Cashier Unit					
Classification:	Simple						
Type of Transactio	n: G2C - Governmer G2B - Governmer	-					
Who may avail:	Students, Supplie	rs, and Stakeholder	S				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE					
Payment Order Slip		Provided by the Client					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head			
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head			
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes				



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit						
Classification:	Simple	Simple					
Type of Transaction:	G2C - Government to Citizen						
Who may avail:	Students						
CHECKLIST OF REQUIREME	NTS		WHERE TO SECUR	E			
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE			
1. Submit the requirements and Fill-in the request logbook.	 Prepare the statement of account. 1.1 Check and verify the document before the approval 	it. None 20 minutes Hea		Cashier Unit – Head			
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head			
	TOTAL	None	22 Minutes				



GUIDANCE AND COUNSELING UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Co	ounseling Ur	nit	
Classification:	Simple			
Type of Transactio	n: G2C-Governmer	it to Clients		
Who May Avail:	All DDOSC Stud	ents		
CHECKLIST OF RE	QUIREMENTS	WHERE 1	O SECURE	
Request Slip		Guidance	e and Counseling L	Jnit
Counseling informed	d consent	Guidance	e and Counseling L	Jnit
Counseling Form		Guidance	e and Counseling L	Jnit
Government –issuer (1original, 1 photoco with affixed three (3 specimen)	opy back- to- back	Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip.2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor



		1		
	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

a solution to their Office/Division:		Guidance and Couns	seling Unit			
Classification:		Simple				
Type of Transact	ion:	G2C- Government to	Clients			
Who May Avail:		All DDOSC Students	;			
CHECKLIST OF F	CHECKLIST OF REQUIREMENTS) SECURE		
Student's Referral	Slip		Guidance	and Counseling U	nit	
Student Call Slip			Guidance	and Counseling U	nit	
Counseling inform	ed co	nsent	Guidance	and Counseling U	nit	
Counseling Form			Guidance	and Counseling U	nit	
Government –issu (1original, 1 photo affixed three (3) si	сору	back- to- back with	Provided by the Client			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Receive and Complete the Referral Slip	2.1	 Prepare the Counselor's Referral Form. Confirm with the client the intent to be referred to the Guidance Counselor. Fill out the referral form and submit it to the guidance and counseling office. 	None	5 Minutes	Faculty/ Prefect of Discipline	
2. Receive the Referral Slip	2.1	lssuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff	
3. Identify the Client for Counseling	3.1	. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor	



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook.4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division:		Human Resource M	anagement Un	it	
Classification: Complex					
Type of Transaction: G2C - Government t		to Citizen			
Who May Avail: All clients availing D		DOSC services	6		
CHECKLIS	T OF REQ	UIREMENTS		WHERE TO SEC	URE
Request Letter Ap President indicatin requested.		0	To be provide	ed by the applicant.	
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RequestfromLetterasapproved byrethe CollegerePresident to1.1 Pthe HRMUL	from t as to c	ve the letter request he client and check completeness of the ements.	None	3 Minutes	Human Resource Management Unit Personnel
		are the requested nd Employee's e.	None	2 Days	Human Resource Management Unit Personnel
	 1.2 Verify the requested 1.3 Forward to the Colleg Approval. 		None	1 Days	Human Resource
			None	1 Days	Management Unit Head
	the O Presi	ive document from ffice of the College dent or Human agement Resource	None	1 Minute	Human Resource Management Unit Personnel
	Unit 1.5 Inforn updat docur receiv	n the Client/s on the e of the requested nent as soon as it is ved from the Office College President.	None	1 Minute	Head/ Human Resource Management Unit
					Head/ Human Resource

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



2. Receive the document and sign the Log book for outgoing documents.	2. Release the List and Employee's Profile	None	1 Minute	Management Unit Head/ Human Resource Management Unit
	TOTAL:	None	6 Days, 6 Minutes	



2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Office/Division:	Human Resource Management Unit				
Classification:		Simple			
	·				
Type of Transaction	: G2G - Governme	ent to Govern	iment		
Who May Avail:	DDOSC Employ	ees			
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE	
Request Form via g	oggle form	http	Human Resource M s://tinyurl.com/DDS(/anagement Unit <u>DSCHRRequestForm</u>	
CLIENT STEPS	AGENCY ACTION	FEES TOPROCESSINGPERSONBE PAIDTIME		PERSON RESPONSIBLE	
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	HRMU Personnel	
	1.1 Prepare the requested Pay Slip				
	1.2 Endorse to the Branch Director for approval.		5 Minutes	HRMU Personnel Branch Director	
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	HRMU Personnel	
	TOTAL		18 Minutes		



travel within the re Office/Division:	Human Resource Man	agement Unit				
Classification:	Simple	mple				
Type of Transaction: G2G - Government to		Government				
Who May Avail:	All Branch personnel					
CHECKLIST O	F REQUIREMENTS	V	VHERE TO SECURE	:		
Travel Order Applicat	ion Form (3 original)	Human Resource	Management Unit			
			r Form is also downlc / <mark>DDOSCHRForms</mark>)	adable at		
If applicable, docume necessity of Travel (I Order, Memoranda, e	nvitation Letter, Office	Provided by the c	lient			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
 Fill out the Travel Order form and secure immediate supervisor's recommending approval Submit to the Human Resource Management Unit 	 Receive the Travel Order Form and check as to completeness of the filled document. Affix Travel Order Number and countersign Forward travel order to the Branch Director for final approval Inform the Client/s on the update of the requested document 	None	15 Minutes	HRMU Personnel HRMU Personnel		
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel		
	TOTAL:	None	16 Minutes			

3. Request for Travel Order (within the region and not exceeding 3-Days)



4. Request for Travel Order (outside the Region, and/or exceeding 3days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)

	outside the region, and/or exceeding 3-days.)					
Office/Division:	Human Resource	Human Resource Management Unit				
Classification:	Simple					
Type of Transaction	: G2G - Governme	ent to Government				
Who May Avail:	All Branch person	nel				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE				
Principal		JECONE				
Travel Order Applicat	ion Form (3 original)	Human Reso	urce Management	Unit		
			Order Form is also d			
If applicable, other do the necessity of trave Office Order, Memora	I (Invitation Letter,	Provided by th	ne Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days before the official travel)	 Receive by the Human Resource Management Unit, check as to completeness of the filled document. Affix Travel Order Number and Countersign the Travel Order. Forward the Travel Order to the Branch Director for recommend ation 	None	5 Minutes 5 Minutes 1 Day	HRMU Personnel HRMU Personnel HRMU Personnel Branch Director		



	1.3 Forward to the Office of the College President for Approval	None	1 Day	HRMU Personnel
	1.4 Receive the approved Authority to travel from the Office of the College President	None	1 Day	HRMU Personnel College President
	1.5 Inform the client/s on the update of the requested document		1 Minute	HRMU Personnel
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	HRMU Personnel
	TOTAL:	None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

Office/Division:	Human Resource Management Unit				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who May Avail:	Job Order Personnel Contract of Services Personnel Part-time Personnel				
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE			
Primary Requirements:					
Biometric Print out (1 origina	al)	Human Resource Management Unit			
Daily Time Record (4 origina	al)	Human Resource Management Unit			
Certificate of Services Rend	lered (4 original)	Provided by the Client			
Bi-Monthly Performance Ou original)	tput Report (4	Provided by the Client			
Travel Order (1 original, 3 pl	hotocopy)	Provided by the Client			
Certificate of Appearance/Pa original, 3 photocopy)	articipation (1	Provided by the Client			
Notarized Contract (1 origination *For first processing of salar only		Provided by the Client			
Additional requirements					
For Representative:					
Authorization Letter (1 original)		Provided by the person being represented			
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the person being represented			
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the representative			



Last salary:						
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit				
-	Salary due to deceased employee/personnel:					
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by th	Provided by the representative			
Marriage contract auth original, 1 photocopy)		Provided by th	ne representative			
	Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)		ne representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	1. Prepare and issue the biometric print out to the client.	None	4 Hours	Human Resource Management Unit In-Charge		
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	 2. Receive the DTR with supporting documents. 2.1 Check the correctness and completeness of documents. 2.2 Prepare payroll and submit to Accounting Section. 2.3 Start processing the payment of salaries and wages. 	None	4 Days	Human Resource Management Unit In-Charge Accounting Unit		



 Receive the salaries and wages and sign on the payroll at the Cashiering Unit. *If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to 	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
his/her account.				
	TOTAL:	None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Processing of Insurance Claims (This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)					
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizer	n, G2G – Gover	nment to Governn	nent	
WHO MAY AVAIL	DDOSC Employees, and Stu	idents			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	JRE	
PRIMARY REQUIREMENTS					
For Students: College ID/Cer (1 Original) For Employees: Employees I Original)	·	Provided by th	e Client		
Insurance Forms – (1 Original)	School Clinic			
SECONDARY REQUIREMEN	ITS				
A. For Hospitalization and/	or Accident Claim:				
Medical Certificate – (1 Origina	al)				
Hospital bills (If Confined) – (1	Original)	Provided by the Client			
Prescription of medicine – (1 C	Driginal)				
Receipts, Invoice or other evic – (1 Original)	lences of expenses				
Police Report (for Vehicular A	ccident ONLY) – (1 Original)				
B. For Death Claim:					
Funeral Contract – (1 Original)		Provided by the Client			
Death Certificate with PSA Ce – (1 Original)	rtification of the Claimant				
C. For Fire Claim:					
Certificate from the Bureau of	Fire – (1 Original)	Provided by th	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and sign client's logbook, and verbalize the history of event/accident.1. Conduct initial assessment and health history of illness and confinement or nature of incident		None	3 minutes	HSU Personnel	
2. Secure insurance forms, checklist and submit the requirements2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and 		None	7 minutes	HSU Personnel	
3. Fill-out insurance forms DAVAO DE ORO STATE COLLEO	None	3 minutes	HSU Personnel Page 134		



4. Receive proper instruction on insurance processes depending on the case	 4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims 	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
 6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims. 	 6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check. 	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Stud	ents		
CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	RE
For Students: College ID/Cer Original)		Provided by th	ne Client	
For Employees: Employees I Dental Record Form – (1 Origi		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Present ID and sign in the dental logbook	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	HSU Personnel
 2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist 2. Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended. 		None	25 - 30 Minutes	Dentist
3. Wait for post dental care instruction	3. Give instruction on proper post dental care	None	3 Minutes	Dentist
4. Secure prescription of medicine4. Prescribe medicine if necessary		None	3 minutes	Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist
	TOTAL	NONE	43 Minutes	



	ertificate for Employees and s ne issuance of medical certifica		availing this service.)		
Office/Division:	HEALTH SERVICES UNIT					
Classification:	Simple	Simple				
Type of Transaction:	G2C – Government to Citizen	, G2G – Goverr	nment to Governme	nt		
WHO MAY AVAIL	DDOSC Employees and Stud	ents				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE		
For Students: College ID/Cert Original)		Provided by th	ne Client			
For Employees: Employees I	, <u> </u>					
Laboratory Results (CBC, UA,	SA, X-ray etc.) – (1 Original)	Clinic or Hosp	oital of Choice			
Medical Record Form – (1 Orig	jinal)	School Clinic				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE		
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	edical logbook and for recording. Conduct health history and		3 Minutes	HSU Personnel		
2. Undergo vital signs taking, height and weight measurement RR, PR		None	5 Minutes	HSU Personnel		
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician		
4. Submit laboratory results (X-ray, CBC, etc.)4. Interpret and assess Laboratory resultsNote: Secure laboratory request if lab resultsNote: Give laboratory request when		None	5 Minutes	Physician		
are unavailablenecessary5. Receive instructions and/or health advice as given by by the school physician.5. Give instruction, health advise,		None	5 Minutes	Physician HSU Personnel		
6. Receive medical certificate and sign in the logbook for released medical certificates.6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates		None	2 Minutes	HSU Personnel		
	TOTAL	None	30 Minutes			



4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:				
	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			ent
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SECU	JRE
For Students: College ID/Cert Original)	ficate of Registration – (1	Provided by th	e Client	
For Employees: Employees ID) – (1 Original)			
Medical Record Form – (1 Orig	inal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	 6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client 	None	3 Minutes	Physician HSU Personnel
	TOTAL		27 Minutes	



HEALTH SERVICES UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



		physical fitness	. ,	
Office/Division:	HEALTH SERVICES UNIT	HEALTH SERVICES UNIT		
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizer	ı		
WHO MAY AVAIL	Freshmen Students and Retu	Irnees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
aboratory Results (CBC, Urina Stool Exam) – (1 Original copy		Provided by th	e client	
Annual Drug Test Result – (1 C	riginal)	Provided by th	e client	
/ledical Certificate – (1 Origina)	Provided by th	e client	
Physical Examination Form – (1 Original)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and present requirements needed.	 Give the logbook to client for recording and inspect the validity of requirements needed 	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to cr health history.		None	5 Minutes	HSU Personnel
4. Submit to physical examination	4. Conduct Physical examination	None	10 Minutes	Physician
	4.1 Prepare Medical Clearance			HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
	TOTAL	None	25 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

utilization, and suppor	<u> </u>	<u> </u>	1	
Office/Division:	Library and Lea	rning Resource	e Center Section- R	Reference Desk
Classification:	Simple			
Type of Transaction	i: G2G-Governme G2C-Governme		ent	
Who May Avail:	Employees and	Students		
CHECKLIST OF R	REQUIREMENTS		WHERE TO	SECURE
1x1 Picture, White Ba Original)	ackground (1	Provided by t	he Client	
Library Card Form (1	original)	Library and L Desk or Onlir	-	Center Section -Reference
Library Card Registra original)	ation Form (1	Online Applic https://tinyurl.	ation: <u>com/LIBCARDMair</u>	<u>1</u>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
information in the	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel
purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	16 Hours/ 2 Days	



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

Office/Division:	Library and Lea	rning Resource	e Center Section	
Classification:	Simple			
Type of Transaction			ent	
	G2C-Governme			
Who May Avail:	Employees and	Employees and Students		
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE
Borrower's Card Forr	n (1 original)	-	earning Resource (ne Application	Center Section- Reference
		Online Applica https://docs.goo g_oKeH6T3fqvg	ogle.com/forms/d/12N	IIT6hUlUiojQ4AAs1aCdoKEr
1x1 Picture, White Background (1 original)		Provided by t	he Client	
Library Card (1 lamin	ated)	Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for	None	5 Minutes	Library and Learning Resource Center Section, Personnel
	filing in the File Cabinet.			



(This process perta		onitoring of bo	oth online and offline	e electronic resource access.
	signed for faculty, sta and physical resource		ts, ensuring compre	hensive oversight and security
Office/Division:			e Center Section	
Classification:	Simple			
Type of Transaction	n: G2G-Governme G2C-Governme		nent	
Who May Avail:	Employees and			
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE
Registration Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic
Reservation Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic
Library Card (1 lamir	nated)	Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook. 	1. Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
 Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services. 	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel
 Register in the designated database to create a unique 'User Account,' if applicable 	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel
	TOTAL:	None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing) (This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Irposes or for photocopying.) Library and Learning Resource Center Section				
Classification:	Simple				
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen				
Who May Avail:		Employees, Students, and Outside Researcher			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
Inside Reading for Faci Students	ulty, Staff, and				
Entrance Logbook		Library and Learning Resource Center Section- Reference Desk			
Library Card (1 Laminate	ed)	Provided by the Client			
Borrowing for Faculty a	and Staff				
Borrower's card (1origina	al)	Library and Learning Resource Center Section- Online Reservation			
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM			
Any government-issued identification card (1 original)		Provided by the Client			
Borrowing for Student					
Online Reservation for or	ut of campus clients	Library and Learning Resource Center Section- Online Reservation			
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM			
Borrower's Card/ Borrow	er's Logbook	Library and Learning Resource Center Section- Reference Desk			
Library Card (1 laminated	d)	Provided by the Client			
Outside Researcher-Ex	ternal Service				
Online Reservation for o	ut of campus clients	Library and Learning Resource Section-Online Reservation			
		Online Reservation: https://tinyurl.com/LIBRESERVEFORM			
Recommendation Letter Librarian or Administrato		Provided by the Client			
DAVAO DE ORO STATE CO	LLEGE CITIZEN'S CHA	RTER Page 145			



Any government-issued identification card (1	Provided by the Client
original)	

originary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completeness/ correctness of the presented document.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	Library and Learning Resource Center Section, Personnel
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed.	None	6 Minutes	Library and Learning Resource Center Section, Personnel
	2.2. Subsequently, release the resources to the client for the intended purpose.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	17 Minutes	



	students, offering a service aim		t management.)		
Office/Division:	Library and Learning Resource	e Center			
Classification:	Simple				
Type of Transaction:	G2G-Government to Governm	ent			
	G2C-Government to Citizen				
Who May Avail:	Employees and Students				
CHECKLIST C	OF REQUIREMENTS		WHERE TO SI	ECURE	
Faculty and Staff					
Borrower's Card (1 origir	nal)	Library and I Reference D	•	rce Center Section-	
Any government-issued	identification card (1 original)	Provided by the Client			
Borrowed Resources		Provided by the Client			
Student					
Borrower's Card/Borrower's Logbook (1 original)		Library and I Reference D	_	rce Center Section -	
Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk			
Borrowed Resources		Provided by	the Client		
Official Receipt (For over	r-due books)	Cashiering S	Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Present the borrowed esources at the Reference Desk for rerification and return.	 2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. c. If the transaction is settled, return the 	None	5 Minutes	Library and Learning Resource Center Section, Personnel	



					2013
	by the client (such Government ID, L Card). d. Return the resour- into its proper plac	ibrary ces			
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.		The length	2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In- Charge	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how long the books are	3 Minutes	Head/Cashiering Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		OTAL:	Depending	13 Minutes	
			on the number of minutes/ hours being sanctioned/ fined.		



(This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.) **Office/Division:** Library and Learning Resource Center Section Classification: Simple G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: **Employees and Students** CHECKLIST OF REQUIREMENTS WHERE TO SECURE Reservation Form (1 original) Library and Learning Resource Center Section-**Reference Desk** For Students: Library Card (1 laminated) Provided by the Client For Employees: Any government-issued Provided by the Client identification card (1 original) CLIENT STEPS AGENCY ACTION FEES TO PROCESSING PERSON **BE PAID** TIME RESPONSIBLE 1. Assist the client 2 Minutes 1. Input/scan Library None Library and during the AVR Card in the Entrance Learning reservation process. Logger System, and Resource Center sign in the logbook Section, located at the Personnel reference desk. 2. Receive the AVR 2 Issue the AVR None 3 Minutes Library and Reservation Form, Reservation Form to Learning and fill out the the client, and check Resource Center required information. for the correctness of Section. the entries. Provide Personnel assistance for queries. 3. Submit the 3. Check and safely 2 Minutes None Library and requirements. keep the presented Learning requirements, then Resource Center hand over the key Section. and/or resources for Personnel the intended purpose. TOTAL None 7 Minutes

6. Application for the Utilization of Audio-Visual Room



STUDENT AFFAIRS AND SERVICES SECTION

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus

activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs an	d Services Division/Section		
Classification:	Highly Technical			
Type of Transaction:	G2C - Governmer	nt to Citizen		
Who may avail:	All Students throu	gh their Personnel-In-Charge		
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE		
Representative (Personn	el In-Charge)			
Approved Course Syllabus photocopy)	/Manual (1	Faculty handling the subject / Academic Department / Dean		
Annex A and B (2 original)		Student Affairs and Services Division/Section		
Letter of Intent		Provided by the Client		
SAS Request Form (1 orig		Student Affairs and Services Division/Section		
Approved Travel Order of t Charge	the Personnel-In-	Provided by the Client		
Personnel-in-Charge's pro		Provided by the Client		
to first-aid/medical emerge	ncy training			
Pictures of First Aid Kit		Provided by the Client		
Breakdown of Fees (if app		Provided by the Client		
Student's Health Insurance		Health Services Unit		
Notarized Affidavit of Cons	sent of Parents (2	Student Affairs and Services Division		
original) Updated Medical Certificat	o (1 original)	Provided by the Client		
Student Travel Permit (1 o	· · · ·	Student Affairs and Services Division/Section		
Students' mobility	nginal)	College's Driver / Sub-contracting travel agency		
For college vehicle:		College's Driver / Sub-contracting traver agency		
 Updated/valid docu 	ments pertaining			
to registration, insu				
assurance of road v				
driver's license.				
For third-party or sub-con	tracting			
 Updated/valid docu 	ments pertaining			
to registration, insu	•			
assurance of road				
driver's license, fra				
LTFRB or Travel ar				
duly accredited by t Tourism.	une Department of			
Documentations of the follo	owing activities	Provided by the Client		
conducted:	Swing activities			
- Orientation/consult	ation to concerned			
participants				
- Announcement to p	participants and			
parents regarding t				
activity	-			
- Dissemination of in				
materials/learning j	ournals for			
students				
- Emergency prepare				
given to students a	na stakenolders			
given to students a				



AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive the documents submitted	None	3 Days	SASD Staff
1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director
1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
2.3 Submit documents to CHED2.4 Make follow-up as to status of documents		15 Days	SASD Director/Section Head, and CHED personnel
3.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASD Staff
3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Appex			SASD Staff
	 1.1 Receive the documents submitted 1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents 1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President. 2.3 Submit documents to CHED 2.4 Make follow-up as to status of documents 3.1 Issue and record the Student Travel Permit No. 3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, 	AGENCY ACTIONBE PAID1.1 Receive the documents submittedNone1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.2.3 Submit documentsNone3.1 Issue and record the Student Travel Permit No.None3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized andNone	AGENCY ACTIONBE PAIDTIME1.1 Receive the documents submittedNone3 Days1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents3 Days1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.15 Days2.3 Submit documents to CHEDNone5 Minutes3.1 Issue and record the Student Travel Permit, notarized at so to the approval of the college President.None3.2 Provide the client a routing slip as to the approval of the travel Permit, No.None5 Minutes3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Affidavit of Consent of Parents, notarized andNone5 Minutes



A and B, and Certificate of Compliance from CHED			
TOTAL	None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular offcampus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs an	d Services Division/Section		
Classification:	Complex			
Type of Transaction:	G2C - Governmer	G2C - Government to Citizen		
Who may avail:	All Students throu	gh their Personnel-In-Charge		
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE		
Representative (Personn	el In-Charge)			
Letter of Intent		Provided by the Client		
SAS Request Form (1 orig		Student Affairs and Services Division/Section		
Approved Travel Order of	he Personnel-In-	Provided by the Client		
Charge				
Personnel-in-Charge's pro		Provided by the Client		
to first-aid/medical emerge	ncy training			
Pictures of First Aid Kit		Provided by the Client		
Breakdown of Fees (if app		Provided by the Client		
Student's Health Insurance Certification		Health Services Unit		
Notarized Affidavit of Consent of Parents (2		Student Affairs and Services Division		
original)				
Updated Medical Certificate (1 original)		Provided by the Client		
Student Travel Permit (1 original)		Student Affairs and Services Division		
Students' mobility		College's Driver / Sub-contracting travel agency		
For college vehicle:				
- Updated/valid docu				
to registration, insu				
assurance of road driver's license.	worthiness and			
	tracting			
For third-party or sub-con - Updated/valid docu				
to registration, insu				
assurance of road				
driver's license, fra				
LTFRB or Travel ar				
duly accredited by	•			
Tourism.				
Documentations of the follo	owing activities	Provided by the Client		
conducted:	-	·		
- Orientation/consult	ation to concerned			
participants				
 Announcement to p 				
parents regarding t	he off-campus			
activity				



of info ng journals for paredness plan to be ts and stakeholders			
AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4 Receive the documents submitted	None	2 Days and 4 Hours	SASD Staff
1.5 Check the correctness and completeness of the documents submitted and issue control numbers to the			SASD Director
	ng journals for paredness plan to be ts and stakeholders AGENCY ACTION 1.4 Receive the documents submitted 1.5 Check the correctness and completeness of the documents submitted and issue control	ng journals forparedness plan to be ts and stakeholdersAGENCY ACTIONFEES TO BE PAID1.4 Receive the documents submittedNone1.5 Check the correctness and completeness of the documents submitted and issue controlNone	ng journals for paredness plan to be ts and stakeholdersFEES TO BE PAIDPROCESSING TIMEAGENCY ACTIONFEES TO BE PAIDPROCESSING TIME1.4 Receive the documents submittedNone2 Days and 4 Hours1.5 Check the correctness and completeness of the documents submitted and issue controlNone

	on.	Notarized Affidavit of Consent of Parents 1.6 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
2.	Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	 2.3 Issue and record the Student Travel Permit No. 2.4 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents. 	None	5 Minutes	SASD Staff SASD Staff
		TOTAL	None	2 Days, 4 Hours, and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Who may avail:StudentStudentCHECKLIST OF REQUIREMENTPrincipalSAS Request Form (1 original)Certification Attachment Form (1 original)Certification Attachment Form (1 original)Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen)Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen)CLIENT STEPSAGENCY of SAS Request Form and the Certification Attachment1. Fill-out the SAS Request Form and the completer forms to the1.1 Check appropriation submit the forms to the	- Governmer ent Organizati rS original) card of riginal, 1 ed three card of hotocopy) signature	tion Officers/Me Student Affairs Student Affairs Provided by th Provided by th	WHERE TO S s and Services Division s and Services Division ne Client ne Client d by the representative PROCESSING	n/Section n/Section
Who may avail: Stude CHECKLIST OF REQUIREMENT Principal SAS Request Form (1 original) SAS Request Form (1 original) Certification Attachment Form (1 original) Certification Attachment Form (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY attachment 1. Fill-out the SAS Request Form and the Certification Attachment Attachment 1.1 Check appropriation of the client. Certification	ent Organizati rS original) card of riginal, 1 ed three card of hotocopy) signature	tion Officers/Me Student Affairs Student Affairs Provided by th Provided by th To be provided	WHERE TO S s and Services Division s and Services Division ne Client ne Client d by the representative PROCESSING	n/Section n/Section
CHECKLIST OF REQUIREMENT Principal SAS Request Form (1 original) Certification Attachment Form (1 original) Certification Attachment Form (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY of the colspan="2">AGENCY of the colspan="2">ACENCY of the colspan="2">In Fill-out the colspan="2">In Fill-out the colspan="2">In Fill-out the colspan="2">In Client SAS Request Form and the colspan="2">In Fill-out the colspan="2">In Client SAS Request Form and the colspan="2">In Fill-out the colspan="2">In Client SAS Request Form and the colspan="2">In Client Certification Attachment Form and the colspan="2">In Client Certification Attachment Form and the colspan="2">In Client Certification	card of riginal, 1 ed three card of hotocopy) signature	Student Affairs Student Affairs Provided by th Provided by th To be provided	WHERE TO S s and Services Division s and Services Division ne Client ne Client d by the representative PROCESSING	n/Section n/Section
Principal SAS Request Form (1 original) Certification Attachment Form (1 original) Certification Attachment Form (1 original) Representative Authorization Letter (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY of the certification of the certification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) 1. Fill-out the SAS Request Form and the Certification of the client. Certification of the client. Form and the Certification of the client of the completer of the client of the client of the completer of the client of the client of the completer of the completer of the client of the cli	original) card of riginal, 1 ed three card of hotocopy) signature	Student Affairs Provided by th Provided by th To be provided	s and Services Division s and Services Division ne Client ne Client d by the representative	n/Section n/Section
SAS Request Form (1 original) Certification Attachment Form (1 original) Representative Authorization Letter (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY of the certification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) 1. Fill-out the SAS Request Form and the Certification of the client. Certification of the client. Form and the Certification of the client of the client. Form and the form and submit the submit the forms to the legality of	card of riginal, 1 ed three card of hotocopy) signature	Student Affairs Provided by th Provided by th To be provided	s and Services Division ne Client ne Client d by the representative	n/Section
Certification Attachment Form (1 or Representative Authorization Letter (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY A 1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the	card of riginal, 1 ed three card of hotocopy) signature	Student Affairs Provided by th Provided by th To be provided	s and Services Division ne Client ne Client d by the representative	n/Section
Representative Authorization Letter (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY of the certification of the certification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY of the certification of the client. SAS Request Form and the Certification Attachment Attachment Submit the submit the forms to the	card of riginal, 1 ed three card of hotocopy) signature	Provided by th Provided by th To be provided	ne Client ne Client d by the representative PROCESSING	
Authorization Letter (1 original) Government-issued identification of the person being represented (1 or photocopy back-to-back with affixed (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY A 1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the	card of riginal, 1 ed three card of hotocopy) signature	Provided by th To be provided	ne Client d by the representative PROCESSING	
Government-issued identification of the person being represented (1 or photocopy back-to-back with affixe (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY A 1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the	card of riginal, 1 ed three card of hotocopy) signature	Provided by th To be provided	ne Client d by the representative PROCESSING	
the person being represented (1or photocopy back-to-back with affixe (3) signature specimen) Government-issued identification of the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY A 1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the	riginal, 1 ed three card of hotocopy) signature	To be provided	d by the representative	
the representative (1 original, 1 ph back-to-back with affixed three (3) specimen) CLIENT STEPS AGENCY A 1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the	notocopy) signature	FEES TO BE	PROCESSING	
1. Fill-out the SAS Request Form and the Certification Attachment1. Receive document the client.1. Fill-out the document the client.Form and the Certification Attachment1.1 Check appropriat completer forms to the	ACTION F			PERSON RESPONSIBLE
SAS Request document Form and the the client. Certification Attachment 1.1 Check Form and appropriat submit the completer forms to the legality of			TIME	
forms to the legality of	ts from k the iteness,	None	1 Day	SASD Staff SASD Director
Student Affairs and Services Division/Secti on.	f the claim			SASD Staff
2. Receive the certification and log into the Certification Logbook.		None	3 Minutes	SASD Staff
		None	1 Day, 3 Minutes	



4. Issuance of Excuse Slip for Class Absences This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

holiday/ceremony, and				
Office/Division:	Student Affairs a	nd Services Divis	sion/Section	
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governm	ent to Citizen		
Who may avail:	All students			
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE
SAS Request Form		Student Affairs	and Services Divisio	on/Section
Excuse Letter		Provided by the	e Client	
Any proof that correspo absence	onds to the reason of	Provided by the	e Client	
Request for Issuance o more than two consecu		Guidance and	Counseling Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	 1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students. 	None	10 Minutes	SASD Staff SAS Division Director
 Receive the Excuse Slip and log into the Excuse Slip Logbook. 	2. Issue the client with Excuse Slip.	None	3 Minutes	SASD Staff
	TOTAL	None	13 Minutes	



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs ar	nd Services Divis	sion/Section	
Classification:	Simple			
Type of Transaction:	G2C – Governme	ent to Citizen		
Who may avail:	All students			
CHECKLIST OF REQU	IIREMENTS		WHERE TO	SECURE
SAS Request Form		Student Affairs	and Services Divisio	n/Section
Justification Letter (1 or		Provided by the		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Log the client's name in the Logbook provided at the Guardhouse.	2.3 Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel
 Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section 	 Receive the Justification Letter from the client Check and verify the justification presented Start processing the request 	None	5 Minutes	SASD Staff SASD Director SASD Staff
2. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	4. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASD Staff
¥	TOTAL	None	9 Minutes	



MONTEVISTA BRANCH

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



ADMISSION AND STUDENT RECORDS UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Section				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who May Avail:	Incoming Freshmen Students and Transferees				
CHECKLIST OF REG	QUIREMENTS	WHERE TO SECURE			
For First Year:					
Admission Examination R	esult (1 original)	Guidance and Testing Unit			
Enrollment Process Slip (1 original)	Admission and Student Records Section			
Senior High School Form Certificate of Rating (1 ori		Previous School			
Certificate of Good Moral original)	Character (1	Previous School			
 PSA Copy of Birth Certificate (1 colored photocopy) <i>Note:</i> If the PSA copy is illegible, a locally issued Birth Certificate must be provided for for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes. PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) <i>Note:</i> If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for for verification. (1 colored photocopy) <i>Note:</i> If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for for verification. (1 colored photocopy) <i>Ensure to bring the Original Copy solely for verification purposes.</i> 2x2 recent ID picture with white background and name tag (2 pcs.) Long Brown Envelope (1pc.) Medical Certificate (1 original) 		Provided by the Client			
For Transferees:					
Transfer of Credentials or Dismissal (1 original)	Honorable	Previous School/ University			
Transcript of Records (TC Copy or Certificate of Gra	•	Previous School/ University			
Certificate of Good Moral Character (1 original)		Previous School/ University			
Validation Form for Credit	ed Courses (3	Admission and Student Records Section or download at			



original)		https://tinyurl.co	om/ASRSFORMS	2013
Enrollment Process S	lip (1 original)	Admission and Student Records Section		
verification. (1 colored µ Ensure to bring the Orig verification purposes. PSA Copy of Marriage married women – 1 co Note: If the PSA copy issued Marriage Certific for verification. (1 colore Ensure to bring the Orig verification purposes.	s illegible, a locally must be provided for for photocopy) ginal Copy solely for e Certificate (for olored photocopy) is illegible, a locally cate must be provided for ed photocopy) ginal Copy solely for with white background) e (1 pc.)	Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit all the required documents. Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	 2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip. 	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.	None	30 Minutes	Faculty In-charge
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the 		1 Hour	Dean and Associate Dean Department



			I	2013
Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	30 Minutes	Admission and Student Records Section Personnel Faculty In-charge
	4.1 Sign the Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	 5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
 5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID. 	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip. 	None	15 Minutes	Student Accounts and Scholarship Unit Personnel



				2013
 7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge 	7. Receive and sign the Enrollment Process Slip.7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Division Personnel
TOTAL FOR FIRST YEAR:		None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	Admission and Student Records Section				
Classification:	Simple	Simple				
Type of Transaction	: G2C-Government to	G2C-Government to Citizen				
Who May Avail:	Returnees and Incom	ing 2 nd year to 4 ^t	th Year DDOSC Stud	ents		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE		
Clearance of the Prev	rious Semester	Admission and Student Records Section or download a <u>https://tinyurl.com/ASRSFORMS</u>				
Evaluation of Grades		Admission an	nd Student Records	Section/ Department		
Enrollment Process S	lip	Admission an	nd Student Records	s Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Submit all the required documents. 1.1 Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Student Records Section		
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	ip None 2 Hours Faculty In-ch Dean and Ass Dean 2 Hours				
For returnees: Present Enrollment	2.1 For returnees, check the			Department		



				2013
Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. 1 Sign the Enrollment	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge Department
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 Process Slip. 4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	1 Hour	Staff In-charge Admission and Student Records Section
Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 Receive the validated Certificate of Registration (COR). Sign the Enrollment Process Slip. 	None	15 Minutes	Staff In-charge Scholarship Unit
TOTAL FOR 2 nd Year to 4 th YEAR STUDENTS: TOTAL FOR RETURNEES:		None	6 Hours 8 Hours	

TOTAL FOR RETURNEES: 8 Hours
 * The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry
System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:		Admission and Student Records Section			
Classification:		Simple			
Type of Transaction	:	G2C-Government to	Citizen		
Who May Avail: Existing DDOSC Stude			ents		
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE
For Shifters:					
Accomplished Shifting	g Fo	rm (1 original)		nd Student Records .com/ASRSFORMS	Section or download at
Evaluation of Grades	(1 o	riginal)			Section/ Department
Shiftee Referral Slip	(1 or	iginal)	Department		
Shiftee Recommenda	ation	Slip (1 original)	Guidance and	d Testing Unit	
Clearance of the Prevoriginal)		Υ.	https://tinyurl.	.com/ASRSFORMS	
Enrollment Process S	Slip (1 original)	Admission ar	nd Student Records	Section
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the required enrollment documents.Secure Enrollment Process Slip.	the doo	Receive and check submitted cuments. Issue and sign the rollment Process	None	30 Minutes	Staff In-charge Admission and Student Records Section
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	and of s 2.1	Attend to the inquiry d check availability slot. Sign the rollment Process	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3.1	Sign the rollment Process	None	5 Minutes	Staff In-charge Admission and Student Records Section
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip.	4. Gra Re 4.1	ssue Evaluation of ades and Shiftee ferral Slip. Check and sign the ifting Form for	None	1 Hour	Faculty In-charge Dean and Associate Dean
Present Shifting Form and		commendation.			Department (Current Program)

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



				2013
Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	 5. A counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip. 	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee	6. Receive and check the documents submitted.		1 Hour	Faculty In-charge Dean and Associate
Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6.1 Sign the Shifting Form for approval.6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	I Houi	Department (Accepting Program)
	6.3 Sign the Enrollment Process Slip.			
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	 7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip. 	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment	 9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR) with "OFFICIALLY 	None	1 Hour	Staff In-charge Admission and Student Records Section



				2013
Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process			
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	Slip. 10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit
	TOTAL:	None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4. Procedure for Enrollment Withdrawal with Leave of Absence (LOA) This process pertains to the procedure that covers all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Stud	Admission and Student Records Section			
Classification:	Simple	Simple			
Type of Transaction	n: G2C-Government to	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students				
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE	
Accomplished Dropp	ing Form (1 original)		d Student Records com/ASRSFORMS	Section or download at	
Accomplished Leave original)	Accomplished Leave of Absence Form (1 Admission a			mission and Student Records Section or download at ps://tinyurl.com/ASRSFORMS	
Consent Letter from (1 original)	the Parents or Guardian	Provided by t	he Client	-	
	the reason for Leave of ated (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure the forms.	. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
Proceed to the Guidance and Testing Unit and present the forms	Check the submitted forms and documents. Provide Exit Questionnaire.	None		Staff In-charge, Guidance and Testing Unit	



				2013
and other related documents.	2.1 A counseling will be done with the student.2.2 Counter-sign the Forms.		2 Hours	Guidance Counsellor
3.Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4.Check and evaluate the submitted forms and other documents.4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Section
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student. 	None	15 Minutes	Staff In-charge Admission and Student Records Section
	TOTAL:	None	4 Hours & 55 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:		Admission and Student Records Section				
Classification:		Simple				
Type of Transactie	on:	G2C-Government	to Citizen			
Who May Avail:		Student/Alumni/D	uly Authorized I	Representative		
CHECKLIST O	F RE	QUIREMENTS		WHERE TO SI	ECURE	
Records Request S	Slip (1	original)	Admission and	Student Records	Section	
Records Claim Slip	o (1 or	iginal)	Admission and	Student Records	Section	
Official Receipt (1 o	origina	al)	Cashiering Un	it		
Duly Signed Studer	nt Cle	arance Form		Student Records <u>com/ASRSFORMS</u>	Section or download at	
Transcript of Recor Photocopy)	,					
	Diploma (1 Colored Photocopy)					
Documentary Stamps (30.00/copy)		Provided by th	e Client			
Mailing Stamp (depends on the location)						
Authorized Repre	Additional Requirement for Duly Authorized Representative					
Authorization Lette	r (1 o	riginal)	Provided by the authorized representative			
Any Valid ID (1 orig						
CLIENT STEPS			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements.		eceive and check irements.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
1.1 Fill-out and submit Records Request Slip and Claim Slip.	Req Clai	Provide Records uest Slip and m Slip.			Necolus Section	
2. Present Records Request Slip and pay the corresponding fees.	the the Official Receipt.		See table below	15 Minutes	Staff In-charge Cashiering Unit	
3. Present the Official Receipt to the Admission and Student Records Section and secure the	the 3.1. Rec	eceive and check Official Receipt. Issue the Student ords Claim Slip cating the date of	None	5 Minutes	Staff In-charge Admission and Student Records Section	



	1		1	2013
Records Claim Slip.	release. 3.2. Process the requested		3 Days	
	document/s.			
Present the	4. Receive the			
Records Claim	Records Claim Slip.	None		
Slip, log-in to			20 Minutes	Staff In-charge
monitoring logbook and receive the credential.	4.1. Provide the monitoring logbook.		20 10111111111	Admission and Student Records Section
	4.2. Issue the			
	requested credential.			
	1	See table	3 Working Days	
	TOTAL:	below	& 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division:	Appraisal and Testing Ur	nit		
Classification:	Highly Technical			
Type of Transaction	: G2C-Government to Citiz	en		
Who May Avail:	Incoming first-year, trans curriculum)	feree student	s, and high school	graduates (old
CHECKLIST OF REQUIREMENTS			WHERE SECUR	-
Senior High School	Applicants:			
DDOSC Admission T	est Application Form	To be provid	led by the Apprais	al and Testing Unit
Two (2) pcs of 2x2 pie	cture	To be provid	led by the applicar	nt
only)	or applicants that are senior high school students	To be provid	led by the applicar	ıt
Transferee Applican		-		1 1 7 (* 11.)
DDOSC Admission T	••	-		al and Testing Unit
Two (2) pcs of 2x2 picture		•	led by the applicar	
Transcript of records (TOR)		To be provided by the applicant		
High school graduates (old curriculum):				
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit		
Two (2) pcs of 2x2 pie	cture	To be provided by the applicant		
Form 138/Diploma		To be provided by the applicant		
CLIENT STEPS	AGENCYACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	 Post the admission application period at: <u>https://www.facebook.com/</u> <u>profile.php?id=100063638</u> <u>413603</u> Verify the documents of applicants for completeness and authenticity. Issue an acknowledgment slip to the student applicant. 	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	 Prepare the schedule for the admission test. Publish the scheduled examination to inform the applicants at: <u>https://www.facebook.com/</u> profile.php?id=100063638 413603 	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: <u>https://www.facebook.co</u> <u>m/profile.php?id=100063</u> <u>638413603</u>	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit					
Classification:	Simple					
Type of Transaction:	G2C - Governme	G2C - Government to Citizen				
Who may avail:	Students	Students				
CHECKLIST OF REQ	OF REQUIREMENTS WHERE TO SECURE			RE		
 For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card 		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	2. Issue official receipt.	Total5 MinutesOutstandingSalance				
TOTAL		Total Outstanding Balance	10 Minutes			



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit	Cashier Unit				
Classification:	Simple					
Type of Transaction	n: G2C - Governmer G2B - Governmer	-				
Who may avail:	Students, Supplie	rs, and Stakeholder	S			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
Payment Order Slip		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head		
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes			



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit					
Classification:	Simple					
Type of Transaction:	G2C - Government to Citizen					
Who may avail:	Students					
CHECKLIST OF REQUIREME	NTS		WHERE TO SECUR	E		
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE		
1. Submit the requirements and Fill-in the request logbook.	 Prepare the statement of account. 1.1 Check and verify the document before the approval 	nt. None 20 minutes Cashier Hea		Cashier Unit – Head		
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head		
	TOTAL	None	22 Minutes			



GUIDANCE AND COUNSELING UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and	Counseling Ur	nit				
Classification:	Simple						
Type of Transactio	on: G2C-Governme	ent to Clients					
Who May Avail:	All DDOSC Stu	Idents	ents				
CHECKLIST OF RE	EQUIREMENTS	WHERE 1	WHERE TO SECURE				
Request Slip		Guidance	e and Counseling U	Jnit			
Counseling informed	d consent	Guidance	e and Counseling U	Jnit			
Counseling Form		Guidance	e and Counseling L	Jnit			
Government –issuer (1original, 1 photoco with affixed three (3 specimen)	opy back- to- back	Provided	Provided by the Client				
CLIENT STEPS	AGENCY ACTION	N FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE			
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logboo		2 Minutes	Guidance and Counseling Staff			
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip.2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff			
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor			
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor			



		1		
	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

a solution to their Office/Division:		,	Guidance and Counseling Unit				
Classification:		Simple					
Type of Transact	ion:	G2C- Government to	Clients				
Who May Avail:		All DDOSC Students	;				
CHECKLIST OF F	CHECKLIST OF REQUIREMENTS) SECURE			
Student's Referral	Slip		Guidance	and Counseling U	nit		
Student Call Slip			Guidance	and Counseling U	nit		
Counseling inform	ed co	nsent	Guidance	and Counseling U	nit		
Counseling Form			Guidance	and Counseling U	nit		
Government –issu (1original, 1 photo affixed three (3) si	сору	back- to- back with	Provided by the Client				
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Receive and Complete the Referral Slip	2.1	 Prepare the Counselor's Referral Form. Confirm with the client the intent to be referred to the Guidance Counselor. Fill out the referral form and submit it to the guidance and counseling office. 	None	5 Minutes	Faculty/ Prefect of Discipline		
2. Receive the Referral Slip	2.1	lssuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff		
3. Identify the Client for Counseling	3.1	. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor		



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	 4.1. Instruct the client to fill out the counseling logbook. 4.2. Endorse the client to the guidance counselor. 	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division: Human Resource		Human Resource M	1anagement Unit				
Classification:		Complex					
Type of Transact	ion:	G2C - Government	to Citizen				
Who May Avail:		All clients availing D	DOSC services	6			
CHECKLIS	T OF REQ	UIREMENTS		WHERE TO SEC	URE		
Request Letter Ap President indicatin requested.	•	•	To be provide	ed by the applicant.			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
I. Submit the Request Letter approved by	from t as to c	ve the letter request he client and check completeness of the ements.	None	3 Minutes	Human Resource Management Unit Personnel		
the College President to the HRMU		are the requested nd Employee's e.	None	2 Days	Human Resource Management Unit Personnel		
	1.2 Verify reque	v the document ested	None	1 Days	Human Resource Management Unit Head		
		ard to the Office of ollege President for oval.	None	1 Days	Human Resource Management Unit Personnel		
	the O Presi	ive document from ffice of the College dent or Human agement Resource	None	1 Minute	Head/ Human Resource Management Unit		
	updat docur receiv	n the Client/s on the e of the requested nent as soon as it is ved from the Office College President.	None	1 Minute	Head/ Human Resource Management Unit		



2. Receive the document and sign the Log book for outgoing documents.	2. Release the List and Employee's Profile	None	1 Minute	Head/ Human Resource Management Unit
	TOTAL:	None	6 Days, 6 Minutes	

2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Office/Division:	Human Resourc	Human Resource Management Unit				
Classification:	Simple					
Type of Transaction	G2G - Governme	ent to Govern	iment			
Who May Avail:	DDOSC Employe	ees				
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE		
Request Form via g	oggle form	Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	HRMU Personnel		
	1.1 Prepare the requested Pay Slip					
	1.2 Endorse to the Branch Director for approval.		5 Minutes	HRMU Personnel Branch Director		
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	HRMU Personnel		
	TOTAL		18 Minutes			



travel within the re					
Office/Division:	Human Resource Man	agement Unit			
Classification:	Simple				
Type of Transaction	: G2G - Government to	Government			
Who May Avail:	All Branch personnel	el			
CHECKLIST O	F REQUIREMENTS	QUIREMENTS WHERE TO SECURE			
Travel Order Applicat	tion Form (3 original)	Human Resource	Management Unit		
			r Form is also downlo DDOSCHRForms)	adable at	
If applicable, docume necessity of Travel (I Order, Memoranda, e	nvitation Letter, Office	Provided by the c	lient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
 2. Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.1 Submit to the Human Resource Management Unit 	 Receive the Travel Order Form and check as to completeness of the filled document. Affix Travel Order Number and countersign Forward travel order to the Branch Director for final approval Inform the Client/s on the update of the requested document 	None	15 Minutes	HRMU Personnel HRMU Personnel	
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel	
	TOTAL:	None	16 Minutes		



4. Request for Travel Order (outside the Region, and/or exceeding 3days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)

	region, and/or exceeding 3-days.)				
Office/Division:	Human Resource	Management U	Init		
Classification:	Simple				
Type of Transaction	G2G - Governme	nt to Governmer	nt		
Who May Avail:	All Branch person	nel			
CHECKLIST OF R	EQUIREMENTS		WHERE T SECURE		
Principal				-	
Travel Order Applicati	on Form (3 original)	Human Reso	urce Management	Unit	
			Order Form is also d		
If applicable, other do the necessity of trave Office Order, Memora	l (Invitation Letter,	Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days before the official travel)	 Receive by the Human Resource Management Unit, check as to completeness of the filled document. Affix Travel Order Number and Countersign the Travel Order. Forward the Travel Order to the Branch Director for recommend ation 	None	5 Minutes 5 Minutes 1 Day	HRMU Personnel HRMU Personnel HRMU Personnel Branch Director	



	1.4 Forward to the Office of the College President for Approval	None	1 Day	HRMU Personnel
	1.5 Receive the approved Authority to travel from the Office of the College President	None	1 Day	HRMU Personnel College President
	1.6 Inform the client/s on the update of the requested document		1 Minute	HRMU Personnel
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	HRMU Personnel
	TOTAL:	None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

	•	· ·				
Office/Division:	Human Resource Management Unit					
Classification:	Complex					
Type of Transaction:	G2G – Governi	ment to Government				
Who May Avail:	Contract of Ser	Job Order Personnel Contract of Services Personnel Part-time Personnel				
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE				
Primary Requirements:						
Biometric Print out (1 origin	al)	Human Resource Management Unit				
Daily Time Record (4 origin	al)	Human Resource Management Unit				
Certificate of Services Ren	dered (4 original)	Provided by the Client				
Bi-Monthly Performance O original)	utput Report (4	Provided by the Client				
Travel Order (1 original, 3 p	photocopy)	Provided by the Client				
Certificate of Appearance/F original, 3 photocopy)	Participation (1	Provided by the Client				
Notarized Contract (1 origin *For first processing of sala only		Provided by the Client				
Additional requirements						
For Representative:						
Authorization Letter (1 origi	nal)	Provided by the person being represented				
Government-issued identified the person being represent photocopy back- to- back w (3) signature specimen)	ted (1original, 1	Provided by the person being represented				
Government-issued identifi the representative (1 origin back- to- back with affixed signature specimen)	al, 1 photocopy	Provided by the representative				



Last salary:						
Clearance from mone accountabilities (1 orio		Human Resource Management Unit				
Salary due to deceased employee/personnel:						
Death certificate authe original, 1 photocopy)		Provided by th	ne representative			
Marriage contract auth original, 1 photocopy)	•	Provided by th	e representative			
Birth certificate of surv authenticated by NSC photocopy)		Provided by the representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit 	1. Prepare and issue the biometric print out to the client.	None	4 Hours	Human Resource Management Unit In-Charge		
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	 Receive the DTR with supporting documents. Check the correctness and completeness of documents. Prepare payroll and submit to Accounting Section. Start processing the payment of salaries and wages. 	None	4 Days	Human Resource Management Unit In-Charge Accounting Unit		



3. Receive the salaries and wages and sign on the payroll at the Cashiering Unit.	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.				
	TOTAL:	None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Processing of Insurance ((This process pertains to the	Claims e claiming of insurance thereby	/ providing finan	cial assistance to	the claimant.)	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizer	n, G2G – Gover	nment to Governm	nent	
WHO MAY AVAIL	DDOSC Employees, and Stu	itudents			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	JRE	
PRIMARY REQUIREMENTS					
For Students: College ID/Cer (1 Original) For Employees: Employees I Original)	·	Provided by th	e Client		
Insurance Forms – (1 Original)	School Clinic			
SECONDARY REQUIREMEN	ITS				
D. For Hospitalization and/	or Accident Claim:				
Medical Certificate – (1 Origina	al)				
Hospital bills (If Confined) – (1	Original)]			
Prescription of medicine – (1 C	Driginal)	Provided by the Client			
Receipts, Invoice or other evic – (1 Original)	lences of expenses				
Police Report (for Vehicular A	ccident ONLY) – (1 Original)				
E. For Death Claim:					
Funeral Contract – (1 Original)		Provided by the Client			
Death Certificate with PSA Ce – (1 Original)	rtification of the Claimant				
F. For Fire Claim:					
Certificate from the Bureau of	Fire – (1 Original)	Provided by th	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and sign client's logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel	
2. Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel	
3. Fill-out insurance forms DAVAO DE ORO STATE COLLEO	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel Page 193	



4. Receive proper instruction on insurance processes depending on the case	 4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims 	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
 6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims. 	 6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check. 	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	, G2G – Govern	ment to Governmer	nt	
WHO MAY AVAIL	DDOSC Employees, and Stud	lents		
CHECKLIST OF	WHERE TO SECURE			
For Students : College ID/Cer Original)	Provided by the Client			
For Employees: Employees I				
Dental Record Form – (1 Origi	nal)	School Clinic	1	1
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
 Present ID and sign in the dental logbook 	 1. Verify availability of slot for dental check- up and consultation with the School Dentist 	None	3 Minutes	HSU Personnel
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	 Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended. 	None	25 - 30 Minutes	Dentist
3. Wait for post dental care instruction	 Give instruction on proper post dental care 	None	3 Minutes	Dentist
4. Secure prescription of medicine	4. Prescribe medicine if necessary	None	3 minutes	Dentist
 Claim referral to specialist if necessary 	 Refer patient with special cases for laboratory examination if necessary to specialists 	None	3 minutes	Dentist
	TOTAL	NONE	44 Minutes	



3. Issuance of Medical Certif (This process pertains to th	icate for Employees and Stud e issuance of medical certifica		availing this service.)	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen	, G2G – Goverr	nment to Governme	nt	
WHO MAY AVAIL	DDOSC Employees and Stud	ents			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
For Students: College ID/Cert Original)		Provided by th	ne Client		
For Employees: Employees I					
Laboratory Results (CBC, UA,	SA, X-ray etc.) – (1 Original)	Clinic or Hosp	ital of Choice		
Medical Record Form – (1 Orig	inal)	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	e chief for recording. Conduct		3 Minutes	HSU Personnel	
2. Undergo vital signs taking, height and weight measurement	 Conduct height and weight measurement and taking of temperature, BP, RR, PR 	None	5 Minutes	HSU Personnel	
 Submit for medical consultation and physical examination 	 Conduct physical examination and/or medical consultation 	None	10 Minutes	Physician	
4. Submit laboratory results (X-ray, CBC, etc.)	4. Interpret and assess Laboratory results	None	5 Minutes	Physician	
Note: Secure laboratory request if lab results are unavailable					
 Receive instructions and/or health advice as given by by the school physician. 	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel	
 B. Receive medical certificate and sign in the logbook for released medical certificates. C. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates 		None	2 Minutes	HSU Personnel	
	TOTAL	None	30 Minutes		



Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citize	n, G2G – Goverr	nment to Governme	ent
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF R	REQUIREMENTS		WHERE TO SECU	JRE
For Students: College ID/Certi Original)	Provided by the Client			
For Employees: Employees ID Medical Record Form – (1 Orig	· - ·	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	 6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client 	None	3 Minutes	Physician HSU Personnel



HEALTH SERVICES UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division: HEALTH SERVICES UNIT				
Classification: Simple				
Type of Transaction:	G2C – Government to Citizer	า		
WHO MAY AVAIL	Freshmen Students and Retu	urnees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
aboratory Results (CBC, Urina tool Exam) – (1 Original copy		Provided by the	ne client	
nnual Drug Test Result – (1 O	,	Provided by the	ne client	
edical Certificate – (1 Original)	Provided by the	ne client	
hysical Examination Form – (1	l Original)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Present ID, sign the medical logbook and present requirements needed. 	 Give the logbook to client for recording and inspect the validity of requirements needed 	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
 3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history 3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history. 		None	5 Minutes	HSU Personnel
4. Submit to physical examination	4.1 Conduct Physical examination4.2 Prepare Medical	None	10 Minutes	Physician HSU Personnel
5. Receive Clearance	Clearance 5. Provide Medical Clearance	None	2 Minutes	Physician



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

utilization, and suppor	<u> </u>	<u> </u>	1			
		rning Resource	e Center Section- R	Reference Desk		
Classification: Simple						
Type of Transaction:G2G-GovernmenG2C-GovernmenG2C-Governmen		ent to Government ent to Citizen				
Who May Avail:	Employees and	Students				
CHECKLIST OF R	REQUIREMENTS		WHERE TO	SECURE		
1x1 Picture, White Background (1 Original)		Provided by t	Provided by the Client			
Library Card Form (1	Library Card Form (1 original)		Library and Learning Resource Center Section -Reference Desk or Online Application			
Library Card Registra original)	Library Card Registration Form (1 original)		ation: <u>com/LIBCARDMair</u>	<u>1</u>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
information in the	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel		
purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel		
	TOTAL:	None	16 Hours/ 2 Days			



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

	0	•	C C	c ,	
Office/Division:	Library and Lea	Library and Learning Resource Center Section			
Classification:	Simple	Simple			
Type of Transaction		G2G-Government to Government G2C-Government to Citizen			
Who May Avail:	Employees and				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
		Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: <u>https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr</u> <u>g_oKeH6T3fqvgL0Xo</u>			
1x1 Picture, White Background (1 original)		Provided by the Client			
Library Card (1 lamin	ated)	Provided by t	he Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	Library and Learning Resource Center Section, Personnel	
	TOTAL:	None	7 Minutes		



(This process perta		onitoring of bo	oth online and offline	e electronic resource access.		
	signed for faculty, sta and physical resource		ts, ensuring compre	hensive oversight and security		
Office/Division:		Library and Learning Resource Center Section				
Classification:	Simple	Simple				
Type of Transactio		G2G-Government to Government G2C-Government to Citizen				
Who May Avail:	Employees and	Students				
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE		
Registration Form (1	original)	Library and Learning Resource Center Section-Electronic Library				
Reservation Form (1	original)	Library and Learning Resource Center Section-Electronic Library				
Library Card (1 lamir	nated)	Provided by t	the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook. 	1. Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel		
2. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel		
 Register in the designated database to create a unique 'User Account,' if applicable 	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel		
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel		
	TOTAL:	None	55 Minutes			



(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.) Office/Division: Library and Learning Resource Center Section Simple **Classification:** G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: Employees, Students, and Outside Researcher CHECKLIST OF REQUIREMENTS WHERE TO SECURE Inside Reading for Faculty, Staff, and **Students** Library and Learning Resource Center Section-Reference Entrance Logbook Desk Library Card (1 Laminated) Provided by the Client Borrowing for Faculty and Staff Borrower's card (1original) Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM Any government-issued identification Provided by the Client card (1 original) **Borrowing for Student** Online Reservation for out of campus Library and Learning Resource Center Section-Online clients Reservation **Online Reservation:** https://tinyurl.com/LIBRESERVEFORM Library and Learning Resource Center Section-Reference Borrower's Card/ Borrower's Logbook Desk Library Card (1 laminated) Provided by the Client **Outside Researcher-External Service** Online Reservation for out of campus Library and Learning Resource Section-Online Reservation clients Online Reservation: https://tinyurl.com/LIBRESERVEFORM Recommendation Letter from their School Librarian or Administrator (1 Provided by the Client original) DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER Page | 204

4. Reading and Circulation Services (Inside Reading, and Borrowing)



Any government-issu card (1 original)	ued identification	Provided by t	the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference	ACTION 1. Check the completeness / correctness of the presented document.	BE PAID None	2 Minutes	Library and Learning Resource Center Section, Personnel
desk; then present the requirement. 1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference	1.1 Conduct interview, verify, and accept the necessary requirements as	None	4 Minutes	Library and Learning Resource Center Section, Personnel
desk and present the document required by the Librarian.	specified by the Librarian.	None	6 Minutes	Library and Learning
2. Locate the reference resources on the shelves.	in locating the reference resources in the shelves, if needed.	None	0 Minutes	Library and Learning Resource Center Section, Personnel
	2.2. Subsequently, release the resources to the client for the intended purpose.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	17 Minutes	



Office/Division:	students, offering a service aimed at efficient management.) Library and Learning Resource Center				
Classification:	Simple				
Type of Transaction:	G2G-Government to Government				
Who May Avail:	G2C-Government to Citizen Employees and Students				
CHECKLIST C	OF REQUIREMENTS		WHERE TO SE	ECURE	
Faculty and Staff					
Borrower's Card (1 origin	nal)	Library and Reference D	•	rce Center Section-	
Any government-issued	identification card (1 original)	Provided by	the Client		
Borrowed Resources		Provided by	the Client		
Student					
Borrower's Card/Borrowe	er's Logbook (1 original)	Library and Reference D	•	rce Center Section -	
Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk			
Borrowed Resources		Provided by	the Client		
Official Receipt (For over	r-due books)	Cashiering S	Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel	
2. Present the borrowed resources at the Reference Desk for verification and return.	2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook.	None	5 Minutes	Library and Learning Resource Center Section, Personnel	
	e. If the transaction is settled, return the documents handed over by the client (such as				



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	Government ID, Lib Card).	orary			
	f. Return the resource into its proper place				
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.		The length	2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In- Charge	3.1 Receive the payment from the client and issue an Official Receipt.		of the penalty or the fine imposed depends on how long the books are	3 Minutes	Head/Cashiering Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
)TAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



(This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.) **Office/Division:** Library and Learning Resource Center Section Classification: Simple G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: **Employees and Students** CHECKLIST OF REQUIREMENTS WHERE TO SECURE Reservation Form (1 original) Library and Learning Resource Center Section-**Reference Desk** For Students: Library Card (1 laminated) Provided by the Client For Employees: Any government-issued Provided by the Client identification card (1 original) CLIENT STEPS AGENCY ACTION FEES TO PROCESSING PERSON **BE PAID** TIME RESPONSIBLE 1. Assist the client 2 Minutes 1. Input/scan Library None Library and during the AVR Card in the Entrance Learning reservation process. Logger System, and Resource Center sign in the logbook Section, located at the Personnel reference desk. 2. Receive the AVR 2 Issue the AVR None 3 Minutes Library and Reservation Form, Reservation Form to Learning and fill out the the client, and check Resource Center required information. for the correctness of Section. the entries. Provide Personnel assistance for queries. 3. Submit the 3. Check and safely 2 Minutes None Library and requirements. keep the presented Learning requirements, then Resource Center hand over the key Section. and/or resources for Personnel the intended purpose. TOTAL None 7 Minutes

6. Application for the Utilization of Audio-Visual Room

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



STUDENT AFFAIRS AND SERVICES SECTION

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus

This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs an	d Services Division/Section			
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All Students through their Personnel-In-Charge				
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE			
Representative (Personn	el In-Charge)				
Approved Course Syllabus	/Manual (1	Faculty handling the subject / Academic Department / Dean			
photocopy)		Otudant Affains and Caminas Division/Caption			
Annex A and B (2 original)		Student Affairs and Services Division/Section Provided by the Client			
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section			
Approved Travel Order of t		Provided by the Client			
Charge					
Personnel-in-Charge's pro	of of attendance	Provided by the Client			
to first-aid/medical emerge					
Pictures of First Aid Kit	, ·J	Provided by the Client			
Breakdown of Fees (if app	licable)	Provided by the Client			
Student's Health Insurance		Health Services Unit			
Notarized Affidavit of Cons	ent of Parents (2	Student Affairs and Services Division			
original)	·				
Updated Medical Certificat	e (1 original)	Provided by the Client			
Student Travel Permit (1 o	riginal)	Student Affairs and Services Division/Section			
Students' mobility		College's Driver / Sub-contracting travel agency			
For college vehicle:					
- Updated/valid docu					
to registration, insu					
assurance of road	worthiness, and				
driver's license.	tracting				
For third-party or sub-con - Updated/valid docu					
to registration, insu					
assurance of road	•				
driver's license, fra	,				
LTFRB or Travel ar					
duly accredited by					
Tourism.					
Documentations of the follo	owing activities	Provided by the Client			
conducted:					
- Orientation/consult	ation to concerned				
participants	auticine stars -				
 Announcement to parapta regarding to 					
parents regarding t activity	ne on-campus				
- Dissemination of in	fo				
materials/learning j					
students					
- Emergency prepare	edness plan to be				
given to students a					
_					



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and	1.1 Receive the documents submitted	None	3 Days	SASD Staff
submit all the required documents to the Student Affairs and Services Division/Secti on.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director
	1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
2. Wait for the approval from CHED	2.1 Submit documents to CHED2.2 Make follow-up as to status of		15 Days	SASD Director/Section Head, and CHED personnel
	documents			
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled	3.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASD Staff
Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and			SASD Staff
	approved Annex	IADTED		Page 211



A and B, and Certificate of Compliance from CHED			
TOTAL	None	18 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular offcampus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section					
Classification:	Complex					
Type of Transaction:	G2C - Government to Citizen					
Who may avail:	All Students throu	All Students through their Personnel-In-Charge				
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE				
Representative (Personn	el In-Charge)					
Letter of Intent		Provided by the Client				
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section				
Approved Travel Order of	the Personnel-In-	Provided by the Client				
Charge						
Personnel-in-Charge's pro		Provided by the Client				
to first-aid/medical emerge	ency training					
Pictures of First Aid Kit		Provided by the Client				
Breakdown of Fees (if app		Provided by the Client				
Student's Health Insurance	e Certification	Health Services Unit				
Notarized Affidavit of Cons	ent of Parents (2	Student Affairs and Services Division				
original)						
Updated Medical Certificat		Provided by the Client				
Student Travel Permit (1 o	riginal)	Student Affairs and Services Division				
Students' mobility		College's Driver / Sub-contracting travel agency				
For college vehicle:						
- Updated/valid docu						
to registration, insu						
assurance of road	worthiness and					
driver's license.	tractica					
For third-party or sub-cor						
- Updated/valid docu to registration, insu						
assurance of road						
driver's license, fra	-					
LTFRB or Travel a						
duly accredited by						
Tourism.						
Documentations of the foll	owing activities	Provided by the Client				
conducted:		,				
- Orientation/consult	ation to concerned					
participants						
- Announcement to p	participants and					
parents regarding t	he off-campus					
activity						



		2013
 Dissemination of info materials/learning journals for students Emergency preparedness plan to be given to students and stakeholders 		
	BBBBBBBBBB	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	2 Days and 4 Hours	SASD Staff
required documents to the Student Affairs and Services Division/Section.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASD Director SASD Director, VPAA/Branch Director, and College President
	1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			
2. Receive 1 original of controlled Student Travel	2.1 Issue and record the Student Travel	None	5 Minutes	SASD Staff
Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	Permit No. 2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.			SASD Staff



	s, 4 Hours, 5 Minutes
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3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section			
Classification:	Simple	Simple			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	Student Organiza	Student Organization Officers/Members			
CHECKLIST OF REQU	IREMENTS		WHERE TO	SECURE	
Principal					
SAS Request Form (1 original)		Student Affairs	s and Services Divisior	n/Section	
Certification Attachment	Form (1 original)	Student Affairs	s and Services Divisior	n/Section	
Representative					
Authorization Letter (1 c	riginal)	Provided by th	e Client		
Government-issued ider the person being repres photocopy back-to-back (3) signature specimen)	ented (1original, 1	Provided by th	e Client		
Government-issued ider the representative (1 ori back-to-back with affixed specimen)	ginal, 1 photocopy	To be provided	d by the representative	•	
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	 Receive the documents from the client. Check the appropriatenes s, completeness and legality of the claim Start processing the request. 	None	1 Day	SASS Head	
2. Receive the certification and log into the Certification Logbook.	 Issue the certification to the client 	None	3 Minutes	SASS Head	
-	TOTAL	None	1 Day, 3 Minutes		



4. Issuance of Excuse Slip for Class Absences This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

udents FS	ent to Citizen Student Affairs	WHERE TO	SECURE
udents FS			SECURE
rs	Student Affairs		SECURE
	Student Affairs		SECURE
	Student Affairs		
		and Services Divisio	n/Section
	Provided by the	e Client	
reason of	Provided by the Client		
Slip (for absences)	Guidance and	Counseling Unit	
Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
vive the ments the client y the ment/s ented by tudents.	None	10 Minutes	SASS Head
e the client Excuse	None	3 Minutes	SASS Head
TOTAL	None	13 Minutes	
	TOTAL	TOTAL None	TOTAL None 13 Minutes



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:		airs and Services Division/Section			
Classification:	Simple				
Type of Transaction:	G2C – Governme	ent to Citizen			
Who may avail:	All students				
CHECKLIST OF REQU	JIREMENTS		WHERE TO	SECURE	
SAS Request Form		Student Affairs	and Services Divisio	n/Section	
Justification Letter (1 or		Provided by the	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log the client's name in the Logbook provided at the Guardhouse.	1. Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel	
 Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section 	 2.Receive the Justification Letter from the client 2.1 Check and verify the justification presented 2.3 Start processing the request 	None	5 Minutes	SASS Head	
 Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook 	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASS Head	
	TOTAL	None	9 Minutes		



NEW BATAAN BRANCH

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



ADMISSION AND STUDENT RECORDS UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Section				
Classification:	Simple				
Type of Transaction:	G2C-Government	to Citizen			
Who May Avail:	Incoming Freshme	n Students and Transferees			
CHECKLIST OF REG	QUIREMENTS	WHERE TO SECURE			
For First Year:					
Admission Examination R	esult (1 original)	Guidance and Testing Unit			
Enrollment Process Slip (1 original)	Admission and Student Records Section			
Senior High School Form Certificate of Rating (1 ori		Previous School			
Certificate of Good Moral	Character (1				
original)		Previous School			
 PSA Copy of Birth Certific photocopy) <i>Note:</i> If the PSA copy is ille issued Birth Certificate must verification. (1 colored photo Ensure to bring the Original verification purposes. PSA Copy of Marriage Certificate a married women – 1 colored phote: If the PSA copy is ille issued Marriage Certificate a for verification. (1 colored pherification. (1 colored pherification purposes. 2x2 recent ID picture with and name tag (2 pcs.) Long Brown Envelope (1p) Medical Certificate (1 orig) 	egible, a locally t be provided for for ocopy) Copy solely for ertificate (for ed photocopy) egible, a locally must be provided for notocopy) Copy solely for white background	Provided by the Client			
For Transferees:					
Transfer of Credentials or	Honorable	Previous School/ University			
Dismissal (1 original) Transcript of Records (TC Copy or Certificate of Gra	,	Previous School/ University			
Certificate of Good Moral original)		Previous School/ University			
Validation Form for Credit	ed Courses (3	Admission and Student Records Section or download at			
<u>.</u>		1			



original)		https://tinyurl.co	om/ASRSFORMS	2013	
Enrollment Process S	Enrollment Process Slip (1 original)		Admission and Student Records Section		
verification. (1 colored µ Ensure to bring the Orig verification purposes. PSA Copy of Marriage married women – 1 co Note: If the PSA copy issued Marriage Certific for verification. (1 colore Ensure to bring the Orig verification purposes.	s illegible, a locally must be provided for for photocopy) ginal Copy solely for e Certificate (for olored photocopy) is illegible, a locally cate must be provided for ed photocopy) ginal Copy solely for with white background) e (1 pc.)	Admission and Student Records Section Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Submit all the required documents. Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel Health Services Unit Personnel	
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	 2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip. 	None	4 Hours	Faculty In-charge Department	
3. For first year: Present Enrollment Process Slip and secure Advising Slip.	3. Assess courses and issue Advising Slip to the student.	None	30 Minutes	Faculty In-charge	
For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the 		1 Hour	Dean and Associate Dean Department	



			I	2013
Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration.	None	30 Minutes	Admission and Student Records Section Personnel Faculty In-charge
	4.1 Sign the Enrollment Process Slip.			Department
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	 5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
 5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID. 	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	30 Minutes	Admission and Student Records Section Personnel
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip. 	None	15 Minutes	Student Accounts and Scholarship Unit Personnel



				2013
 7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge 	7. Receive and sign the Enrollment Process Slip.7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Division Personnel
тот	AL FOR FIRST YEAR:	None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Stud	ent Records Se	ection	
Classification:	Simple			
Type of Transaction	G2C-Government to	o Citizen		
Who May Avail:	Returnees and Incom	ing 2 nd year to 4 ^t	^h Year DDOSC Stud	ents
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE
Clearance of the Prev	ious Semester		d Student Records com/ASRSFORMS	Section or download at
Evaluation of Grades		Admission an	d Student Records	Section/ Department
Enrollment Process S	lip	Admission an	d Student Records	Section
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit all the required documents. 1.1 Secure Enrollment Process Slip. 	 Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip. 	None	30 Minutes	Staff In-charge Admission and Student Records Section
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours 2 Hours	Faculty In-charge Dean and Associate Dean
For returnees: Present Enrollment	2.1 For returnees, check the			Department



				2013
Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. 1 Sign the Enrollment	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge Department
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 Process Slip. 4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
 5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID. 	 5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip. 	None	1 Hour	Staff In-charge Admission and Student Records Section
Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	 Receive the validated Certificate of Registration (COR). Sign the Enrollment Process Slip. 	None	15 Minutes	Staff In-charge Scholarship Unit
TOTAL FC	DR 2 nd Year to 4 th YEAR STUDENTS: TAL FOR RETURNEES:	None	6 Hours 8 Hours	

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



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Stud	dent Records S	ection	
Classification:	Simple			
Type of Transaction	: G2C-Government t	o Citizen		
Who May Avail:	Existing DDOSC Stu	dents		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
For Shifters:				
Accomplished Shifting	g Form (1 original)		nd Student Records	Section or download at
Evaluation of Grades	(1 original)			Section/ Department
Shiftee Referral Slip (1 original)	Department		
Shiftee Recommenda	tion Slip (1 original)	Guidance and	d Testing Unit	
Clearance of the Prev original)	Υ.	https://tinyurl.	.com/ASRSFORMS	
Enrollment Process S	lip (1 original)	Admission and Student Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the required enrollment documents. Secure Enrollment Process Slip.	2. Receive and check the submitted documents.1 Issue and sign the Enrollment Process	None	30 Minutes	Staff In-charge Admission and Student Records Section
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	Slip. 2.Attends to the inquiry and check availability of slot. 2.1 Sign the Enrollment Process Slip.	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form.3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Section
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee	4.Issue Evaluation of Grades and Shiftee Referral Slip.4.1 Check and sign the	None	1 Hour	Faculty In-charge Dean and Associate Dean
Referral Slip. Present Shifting Form anf Enrollment	Shifting Form for reccomendation.			Department (Current Program) Page 224

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



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Process Slip.	4.2 Sign the Enrollment Process Slip.			
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	 5. A counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip. 	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	 6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip. 	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	 7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip. 	None	2 Hours	Staff In-charge Admission and Student Records Section Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	 8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip. 	None	15 Minutes	Cashiering Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment	 9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR) with "OFFICIALLY 	None	1 Hour	Staff In-charge Admission and Student Records Section



				2013
Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process			
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	Slip. 10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	Staff In-charge Scholarship Unit
	TOTAL:	None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4. Procedure for Enrollment Withdrawal with Leave of Absence (LOA) This process pertains to the procedure that covers all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Stud	Admission and Student Records Section			
Classification:	Simple				
Type of Transaction	G2C-Government to	o Citizen			
Who May Avail:	All DDOSC Students	All DDOSC Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Accomplished Droppi	ng Form (1 original)		d Student Records com/ASRSFORMS	Section or download at	
Accomplished Leave original)	of Absence Form (1	Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS			
Consent Letter from tl (1 original)	ne Parents or Guardian	Provided by the Client			
Medical certificate, if t Absence is health rela	he reason for Leave of ated (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure the forms.	Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
Proceed to the Guidance and Testing Unit and present the forms	Check the submitted forms and documents. Provide Exit Questionnaire.	None		Staff In-charge, Guidance and Testing Unit	



				2013
and other related documents.	2.1 A counseling will be done with the student.		2 Hours	Guidance Counsellor
	2.2 Counter-sign the Forms.			
3.Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4.Check and evaluate the submitted forms and other documents.4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Section
5. Receive the duly signed forms.	 5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student. 	None	15 Minutes	Staff In-charge Admission and Student Records Section
	TOTAL:	None	4 Hours & 55 Minutes	

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



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:		Admission and Student Records Section				
Classification:		Simple				
Type of Transactie	on:	G2C-Government	ment to Citizen			
Who May Avail:		Student/Alumni/D	umni/Duly Authorized Representative			
CHECKLIST O	F REC	QUIREMENTS		WHERE TO S	ECURE	
Records Request S	Slip (1	original)	Admission and	d Student Records	Section	
Records Claim Slip) (1 or	iginal)	Admission and	d Student Records	Section	
Official Receipt (1 o	origina	al)	Cashiering Un	it		
Duly Signed Studer	nt Cle	arance Form		d Student Records com/ASRSFORMS	Section or download at	
Transcript of Recor Photocopy) Diploma (1 Colored	•		-			
Documentary Stam			Provided by th	e Client		
Mailing Stamp (dep	ends	on the location)				
-	Additional Requirement for Duly Authorized Representative		-			
	Authorization Letter (1 original)		Provided by the authorized representative			
Any Valid ID (1 orig photocopy with 3 si						
CLIENT STEPS			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit requirements.		eive and check irements.	None	5 Minutes	Staff In-charge Admission and Student Records Section	
l Fill-out and submit Records Request Slip and Claim Slip.	Req	ovide Records uest Slip and m Slip.				
2. Present Records Request Slip and pay the corresponding fees.	payr	rocess the nent and issue Official Receipt.	See table below	15 Minutes	Staff In-charge Cashiering Unit	
Present the Official Receipt to the Admission and Student Records Section and secure the	the (1. Iss Rec	eceive and check Official Receipt. sue the Student ords Claim Slip sating the date of	None	5 Minutes	Staff In-charge Admission and Student Records Section	



				2010
Records Claim Slip.	release.			
	.2. Process the		3 Days	
	requested			
	document/s.			
Present the	4. Receive the			
Records Claim	Records Claim Slip.	None		
Slip, log-in to			20 Minutes	Staff In-charge
monitoring logbook and receive the credential.	4.1. Provide the monitoring logbook.		20 101110100	Admission and Student Records Section
	4.2. Issue the			
	requested credential.			
	TOTAL	See table	3 Working Days	
	TOTAL:	below	& 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR)	₱70.00/page
(for Graduates, first copy of Transcript of	
Records for Employment is free of charge.)	
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification	₱20.00
(CAV)	
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



Office/Division:	Appraisal and Testing Ur	Appraisal and Testing Unit				
Classification:	Highly Technical	Highly Technical				
Type of Transaction	: G2C-Government to Citiz	zen				
Who May Avail:	Incoming first-year, trans curriculum)	Incoming first-year, transferee students, and high school graduates (old curriculum)				
CHECKLIST OF REC	QUIREMENTS		WHERE SECUR			
Senior High School	Applicants:					
DDOSC Admission Te	est Application Form	To be provid	led by the Appraisa	al and Testing Unit		
Two (2) pcs of 2x2 pic	cture	To be provid	led by the applican	ıt		
graduating student (fo currently enrolled as s only)	senior high school students	To be provided by the applicant				
Transferee Applican		Takan		al and Testines 11. 11		
DDOSC Admission Te	••	-		al and Testing Unit		
Two (2) pcs of 2x2 pic		-	led by the applicar			
Transcript of records		To be provided by the applicant				
<u> </u>	tes (old curriculum):			· · · · · · · · · · · · · · · · · · ·		
DDOSC Admission Te				al and Testing Unit		
Two (2) pcs of 2x2 pic	cture	To be provided by the applicant				
Form 138/Diploma		To be provided by the applicant				
CLIENT STEPS	AGENCYACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	 Post the admission application period at: <u>https://www.facebook.com/</u> <u>profile.php?id=100063638</u> <u>413603</u> Verify the documents of applicants for completeness and authenticity. Issue an acknowledgment slip to the student applicant. 		5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff		
2. Wait for the schedule of the admission test.	 Prepare the schedule for the admission test. Publish the scheduled examination to inform the applicants at: https://www.facebook.com/ 	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff		



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: <u>https://www.facebook.co</u> <u>m/profile.php?id=100063</u> <u>638413603</u>	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit	Cashier Unit				
Classification:	Simple	Simple				
Type of Transaction:	G2C - Governme	nt to Citizen				
Who may avail:	Students					
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	RE		
 For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card 		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIB		PERSON RESPONSIBLE		
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head		
	TOTAL	Total Outstanding Balance	10 Minutes			



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit	Cashier Unit				
Classification:	Simple	Simple				
Type of Transaction		- Government to Citizen - Government to Business				
Who may avail:	Students, Supplie	rs, and Stakeholder	rs			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	IRE		
Payment Order Slip		Provided by the Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head		
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head		
	TOTAL	Amount Reflected in Payment Order Slip	10 Minutes			



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit					
Classification:	Simple	Simple				
Type of Transaction:	G2C - Government to	o Citizen				
Who may avail:	Students					
CHECKLIST OF REQUIREMEN	NTS		WHERE TO SECUR	E		
For currently enrolled students: College Identification Card or Certificate of Registration For not officially enrolled students of the curren semester. Any valid identification card		Provided by the Client				
CLIENT STEPS	AGENCY ACTION			PERSON RESPONSIB LE		
1. Submit the requirements and Fill-in the request logbook.	 Prepare the statement of account. 1.1 Check and verify the document before the approval 	20 minutes		Cashier Unit – Head		
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head		
	TOTAL	None	22 Minutes			



GUIDANCE AND COUNSELING UNIT

External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and	Guidance and Counseling Unit				
Classification:	Simple					
Type of Transactio	ent to Clients					
Who May Avail:	All DDOSC Stu	Idents				
CHECKLIST OF RE	EQUIREMENTS	WHERE 1				
Request Slip		Guidance	e and Counseling L	Jnit		
Counseling informed	d consent	Guidance	e and Counseling L	Jnit		
Counseling Form		Guidance	e and Counseling L	Jnit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided	by the Client			
CLIENT STEPS	AGENCY ACTIO	N FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE		
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logboo		2 Minutes	Guidance and Counseling Staff		
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip.2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff		
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor		
4.Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor		



	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
	TOTAL	None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

a solution to their Office/Division:		Guidance and Couns	seling Unit			
Classification:		Simple				
Type of Transact	ion:	G2C- Government to	Clients			
Who May Avail:		All DDOSC Students	S			
CHECKLIST OF REQUIREMENTS		WHERE TO) SECURE			
Student's Referral	Slip		Guidance	and Counseling U	nit	
Student Call Slip			Guidance	and Counseling U	nit	
Counseling inform	ed co	nsent	Guidance	and Counseling U	nit	
Counseling Form			Guidance	and Counseling U	nit	
Government –issu (1original, 1 photo affixed three (3) si	сору	back- to- back with	Provided by the Client			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Receive and Complete the Referral Slip	1.2	 Prepare the Counselor's Referral Form. Confirm with the client the intent to be referred to the Guidance Counselor. Fill out the referral form and submit it to the guidance and counseling office. 	None	5 Minutes	Faculty/ Prefect of Discipline	
2. Receive the Referral Slip	2.1	. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff	
3. Identify the Client for Counseling	3.1	. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor	



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	 4.1. Instruct the client to fill out the counseling logbook. 4.2. Endorse the client to the guidance counselor. 	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
	TOTAL	None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER

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Office/Division:		Human Resource Management Unit					
Classification: Complex							
Type of Transact	ion:	G2C - Government	to Citizen				
Who May Avail:		All clients availing D	DOSC services	6			
CHECKLIS	T OF REQ	UIREMENTS		WHERE TO SEC	URE		
Request Letter Ap President indicatir requested.	•	•	To be provide	ed by the applicant.			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the Request Letter	from t as to c	ve the letter request he client and check completeness of the ements.	None	3 Minutes	Human Resource Management Unit Personnel		
approve d by the College Presiden t to the		are the requested nd Employee's e.	None	2 Days	Human Resource Management Unit Personnel		
HRMU	1.2 Verify reque	/ the document ested	None	1 Days	Human Resource Management Unit Head		
		ard to the Office of ollege President for oval.	None	1 Days	Human Resource Management Unit Personnel		
	the O Presi	ive document from ffice of the College dent or Human agement Resource	None	1 Minute	Head/ Human Resource Management Unit		
	updat docur receiv	n the Client/s on the e of the requested nent as soon as it is ved from the Office College President.	None	1 Minute	Head/ Human Resource Management Unit		



2. Receive the document and sign the Log book for outgoing documents.	2. Release the List and Employee's Profile	None	1 Minute	Head/ Human Resource Management Unit
	TOTAL:	None	6 Days, 6 Minutes	

2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Office/Division:	Human Resourc	Human Resource Management Unit				
Classification:	Simple					
Type of Transaction	G2G - Governme	ent to Govern	ment			
Who May Avail:	DDOSC Employe	ees				
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE		
Request Form via g	oggle form	http	Human Resource N s://tinyurl.com/DDS0	/anagement Unit <u>OSCHRRequestForm</u>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	HRMU Personnel		
	1.1 Prepare the requested Pay Slip					
	1.2 Endorse to the Branch Director for approval.		5 Minutes	HRMU Personnel Branch Director		
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	HRMU Personnel		
	TOTAL		18 Minutes			



travel within the re			SC Employee/s who	nas an oniciai
Office/Division:	Human Resource Man	agement Unit		
Classification:	Simple			
Type of Transaction	: G2G - Government to	Government		
Who May Avail: All Branch personnel				
-	FREQUIREMENTS	l M		
				-
Travel Order Applicat	tion Form (3 original)	Human Resource	Management Unit	
			r Form is also downlo <mark>DDOSCHRForms</mark>)	oadable at
If applicable, docume necessity of Travel (I Order, Memoranda, e	nvitation Letter, Office	Provided by the c	lient	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
 3. Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.1 Submit to the Human Resource Management Unit 	 Receive the Travel Order Form and check as to completeness of the filled document. Affix Travel Order Number and countersign Forward travel order to the Branch Director for final approval Inform the Client/s on the update of the requested document 	None	15 Minutes	HRMU Personnel HRMU Personnel
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel
	TOTAL:	None	16 Minutes	



4. Request for Travel Order (outside the Region, and/or exceeding 3days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)

	e region, and/or exceeding 3-days.)			
Office/Division:	Human Resource	Management U	Init	
Classification:	Simple			
Type of Transaction	: G2G - Governme	nt to Governmer	nt	
Who May Avail:	All Branch person	nel		
CHECKLIST OF REQUIREMENTS			WHERE T SECURE	
Principal				-
Travel Order Applicat	ion Form (3 original)	Human Reso	urce Management	Unit
			Order Form is also d	
If applicable, other do the necessity of trave Office Order, Memora	I (Invitation Letter,	Provided by the	ne Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days before the official travel)	 Receive by the Human Resource Management Unit, check as to completeness of the filled document. 7 Affix Travel Order Number and Countersign the Travel Order. 8 Forward the Travel Order to the Branch Director for recommend ation 	None	5 Minutes 5 Minutes 1 Day	HRMU Personnel HRMU Personnel HRMU Personnel Branch Director



	1.9 Forward to the Office of the College President for Approval	None	1 Day	HRMU Personnel
	1.10 Recei ve the approved Authority to travel from the Office of the College President	None	1 Day	HRMU Personnel College President
	1.11 Inform the client/s on the update of the requested document		1 Minute	HRMU Personnel
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	HRMU Personnel
	TOTAL:	None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

	•				
Office/Division:	ivision: Human Resource Management Unit				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who May Avail:	Job Order Personnel Contract of Services Personnel Part-time Personnel				
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE			
Primary Requirements:					
Biometric Print out (1 original)	Human Resource Management Unit			
Daily Time Record (4 original)	Human Resource Management Unit			
Certificate of Services Rende	ered (4 original)	Provided by the Client			
Bi-Monthly Performance Out original)	put Report (4	Provided by the Client			
Travel Order (1 original, 3 ph	otocopy)	Provided by the Client			
Certificate of Appearance/Pa original, 3 photocopy)	rticipation (1	Provided by the Client			
Notarized Contract (1 origina *For first processing of salarie only		Provided by the Client			
Additional requirements					
For Representative:					
Authorization Letter (1 origina	al)	Provided by the person being represented			
Government-issued identificate the person being represented photocopy back- to- back wit (3) signature specimen)	d (1original, 1	Provided by the person being represented			
Government-issued identificative (1 original back- to- back with affixed the signature specimen)	, 1 photocopy	Provided by the representative			



Last salary:						
Clearance from mone accountabilities (1 orig		Human Resource Management Unit				
Salary due to deceased employee/personnel:						
Death certificate authoriginal, 1 photocopy)		Provided by the	ne representative			
Marriage contract auth original, 1 photocopy)		Provided by th	ne representative			
Birth certificate of surv authenticated by NSC photocopy)		Provided by th	ne representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	1. Prepare and issue the biometric print out to the client.	None	4 Hours	Human Resource Management Unit In-Charge		
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	 3. Receive the DTR with supporting documents. 3.1 Check the correctness and completeness of documents. 3.2 Prepare payroll and submit to Accounting Section. 3.3 Start processing the payment of salaries and wages. 	None	4 Days	Human Resource Management Unit In-Charge Accounting Unit		



3. Receive the salaries and wages and sign on the payroll at the Cashiering Unit.	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.				
	TOTAL:	None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services

DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER

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1. Processing of Insurance (This process pertains to th	Claims e claiming of insurance thereby	/ providing finan	cial assistance to	the claimant.)	
Office/Division:	HEALTH SERVICES UNIT				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizer	n, G2G – Goverr	nment to Governn	nent	
WHO MAY AVAIL	DDOSC Employees, and Stu	Idents			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
PRIMARY REQUIREMENTS					
For Students: College ID/Cer (1 Original) For Employees: Employees Original)	-	Provided by th	e Client		
Insurance Forms – (1 Original)	School Clinic			
SECONDARY REQUIREMEN	ITS				
A. For Hospitalization and/	or Accident Claim:				
Medical Certificate – (1 Origin	al)				
Hospital bills (If Confined) – (1	Original)				
Prescription of medicine – (1 0	Original)	Provided by the Client			
Receipts, Invoice or other evic – (1 Original)	lences of expenses				
Police Report (for Vehicular A	ccident ONLY) – (1 Original)				
B. For Death Claim:					
Funeral Contract – (1 Original		Provided by the Client			
Death Certificate with PSA Ce – (1 Original)	rtification of the Claimant	,			
C. For Fire Claim:					
Certificate from the Bureau of	Fire – (1 Original)	Provided by th	e Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and sign client's logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel	
2. Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel	
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel	



4. Receive proper instruction on insurance processes depending on the case	 4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims 	None	3 minutes	HSU Personnel
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	HSU Personnel
 6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims. 	 6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check. 	None	3 minutes	HSU Personnel
	TOTAL	None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Stud	lents		
CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	RE
For Students: College ID/Cer Original)	tificate of Registration – (1	Provided by th	ne Client	
For Employees: Employees I	D – (1 Original)			
Dental Record Form – (1 Orig	inal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	PAID TIME RESPO		PERSON RESPONSIBL E
 Present ID and sign in the dental logbook 	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	HSU Personnel
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	 2. Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended. 	None	25 - 30 Minutes	Dentist
3. Wait for post dental care instruction	3. Give instruction on proper post dental care None 3 Minutes		3 Minutes	Dentist
4. Secure prescription of medicine	4. Prescribe medicine if necessary			Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist
	TOTAL	NONE	45 Minutes	



Office/Division:	HEALTH SERVICES UNIT				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to Citizen	, G2G – Goverr	nment to Governme	nt	
WHO MAY AVAIL	DDOSC Employees and Stud	ents			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
For Students: College ID/Cert Original) For Employees: Employees II		Provided by th	ne Client		
Laboratory Results (CBC, UA,	· · · ·	Clinic or Hosp	ital of Choice		
Medical Record Form – (1 Orig	jinal)	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	1. Give the logbook to client for recording. Conduct None 3 Minutes		3 Minutes	HSU Personnel	
2. Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel	
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician	
4. Submit laboratory results (X-ray, CBC, etc.)	4. Interpret and assess Laboratory results	None	5 Minutes	Physician	
Note: Secure laboratory request if lab results are unavailable	Note: Give laboratory request when necessary				
 Receive instructions and/or health advice as given by by the school physician. 	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel	
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel	
	TOTAL	None	30 Minutes		



4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
For Students: College ID/Cert Original)	ificate of Registration – (1	Provided by th	e Client	
For Employees: Employees ID	0 – (1 Original)			
Medical Record Form – (1 Orig	inal)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	 6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client 	None	3 Minutes	Physician HSU Personnel
	TOTAL		27 Minutes	



HEALTH SERVICES UNIT

External Services

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Office/Division:				
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizer	ı		
WHO MAY AVAIL	Freshmen Students and Retu	Irnees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
aboratory Results (CBC, Urina tool Exam) – (1 Original copy		Provided by th	ne client	
nnual Drug Test Result – (1 C	riginal)	Provided by th	ne client	
edical Certificate – (1 Origina)	Provided by th	ne client	
hysical Examination Form – (²	1 Original)	School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Present ID, sign the medical logbook and present requirements needed. 	 Give the logbook to client for recording and inspect the validity of requirements needed 	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
 Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history 	3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.		5 Minutes	HSU Personnel
4. Submit to physical examination	4. Conduct Physical examination	None	10 Minutes	Physician
	Prepare Medical Clearance			HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services

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1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

	ng responsible borrowing practice.)			
Office/Division:	Library and Lea	rning Resource	e Center Section- F	Reference Desk
Classification:	Simple			
Type of Transaction	G2C-Governme	nt to Citizen	lent	
Who May Avail:	Employees and	Students		
CHECKLIST OF R	REQUIREMENTS		WHERE TO	SECURE
1x1 Picture, White Ba Original)	ackground (1	Provided by t	he Client	
Library Card Form (1	original)		earning Resource (ne Application	Center Section -Reference
Library Card Registra original)	ation Form (1	n Form (1 Online Application: <u>https://tinyurl.com/LIBCARDMain</u>		<u>1</u>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel
purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	16 Hours/ 2 Days	



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)

	-		-	-
Office/Division:	Library and Lea	rning Resource	e Center Section	
Classification:	Simple			
Type of Transaction		G2G-Government to Government		
		G2C-Government to Citizen		
Who May Avail:	Employees and	Employees and Students		
CHECKLIST OF R	EQUIREMENTS		WHERE TO	SECURE
Borrower's Card Forr	n (1 original)	-	earning Resource (ne Application	Center Section- Reference
		Online Applica https://docs.goo g_oKeH6T3fqvo	ogle.com/forms/d/12N	IIT6hUlUiojQ4AAs1aCdoKEr
1x1 Picture, White Background (1 original)		Provided by t	he Client	
Library Card (1 lamin	ated)	Provided by t	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	7 Minutes	



(This process perta		onitoring of bo	oth online and offline	e electronic resource access.
	signed for faculty, sta and physical resource		ts, ensuring compre	hensive oversight and security
Office/Division:			e Center Section	
Classification:	Simple			
Type of Transaction	n: G2G-Governme G2C-Governme		nent	
Who May Avail:	Employees and			
CHECKLIST OF RE	QUIREMENTS		WHERE TO	SECURE
Registration Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic
Reservation Form (1	original)	Library and L Library	earning Resource (Center Section-Electronic
Library Card (1 lamir	nated)	Provided by t	the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook. 	1. Assist the client upon registration.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Fill in the 'Reservation Form' and submit it to the designated In- Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	Library and Learning Resource Center Section- Personnel
 Register in the designated database to create a unique 'User Account,' if applicable 	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	Library and Learning Resource Center Section- Personnel
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	Library and Learning Resource Center Section- Personnel
	TOTAL:	None	55 Minutes	



(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.) Office/Division: Library and Learning Resource Center Section Simple **Classification:** G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: Employees, Students, and Outside Researcher CHECKLIST OF REQUIREMENTS WHERE TO SECURE Inside Reading for Faculty, Staff, and **Students** Library and Learning Resource Center Section-Reference Entrance Logbook Desk Library Card (1 Laminated) Provided by the Client Borrowing for Faculty and Staff Borrower's card (1original) Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM Any government-issued identification Provided by the Client card (1 original) **Borrowing for Student** Online Reservation for out of campus Library and Learning Resource Center Section-Online clients Reservation **Online Reservation:** https://tinyurl.com/LIBRESERVEFORM Library and Learning Resource Center Section-Reference Borrower's Card/ Borrower's Logbook Desk Library Card (1 laminated) Provided by the Client **Outside Researcher-External Service** Online Reservation for out of campus Library and Learning Resource Section-Online Reservation clients Online Reservation: https://tinyurl.com/LIBRESERVEFORM Recommendation Letter from their School Librarian or Administrator (1 Provided by the Client original) DAVAO DE ORO STATE COLLEGE CITIZEN'S CHARTER Page | 263

4. Reading and Circulation Services (Inside Reading, and Borrowing)



Any government-issu card (1 original)	ued identification	Provided by 1	he Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completene ss/ correctness of the presented document.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	Library and Learning Resource Center Section, Personnel
2.Locate the reference resources on the shelves.	 2. Assist the client in locating the reference resources in the shelves, if needed. 2.2. Subsequently, release the resources to the client for the intended purpose. 2.3. Keep and secure the necessary document handed over by the client in the File Cabinet. 	None	6 Minutes	Library and Learning Resource Center Section, Personnel
	TOTAL:	None	17 Minutes	



	orrowed Library Reso to the recalling and safekeepin		sources that hav	e been borrowed by
the faculty, staff, and Office/Division:	students, offering a service aim Library and Learning Resource		: management.)	
Classification:	Simple			
	G2G-Government to Government			
Type of Transaction:	G2C-Government to Citizen	lent		
Who May Avail:	Employees and Students			
CHECKLIST C	F REQUIREMENTS		WHERE TO SE	ECURE
Faculty and Staff				
Borrower's Card (1 origin	nal)	Library and I Reference D	•	ce Center Section-
Any government-issued	identification card (1 original)	Provided by	the Client	
Borrowed Resources		Provided by	the Client	
Student				
Borrower's Card/Borrow	Library and Learning Resource Center Section - Reference Desk			
Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Provided by the Client		
Official Receipt (For ove	r-due books)	Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Present the borrowed resources at the Reference Desk for verification and return.	 2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, return the documents handed over by the client (such as Government ID, Library 	None	5 Minutes	Library and Learning Resource Center Section, Personnel



					2013
	Card).				
	b. Return the reso into its proper p				
3. For overdue or	3. Safely keep the			2 Minutes	Library and
damaged resources, comply with the corresponding sanction or fines.	item being sanctioned or the official receipt for the amount being paid.		The les with	2 Minutes	Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In- Charge	3.1 Receive the payment from the client and issue an Official Receipt.		The length of the penalty or the fine imposed depends on how long the books are	3 Minutes	Head/Cashiering Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		overdue.	1 Minute	Library and Learning Resource Center Section, Personnel
		TOTAL:	Depending on the number of	13 Minutes	
			minutes/ hours being sanctioned/ fined.		



(This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.) **Office/Division:** Library and Learning Resource Center Section Classification: Simple G2G-Government to Government Type of Transaction: G2C-Government to Citizen Who May Avail: **Employees and Students** CHECKLIST OF REQUIREMENTS WHERE TO SECURE Reservation Form (1 original) Library and Learning Resource Center Section-**Reference Desk** For Students: Library Card (1 laminated) Provided by the Client For Employees: Any government-issued Provided by the Client identification card (1 original) CLIENT STEPS AGENCY ACTION FEES TO PROCESSING PERSON **BE PAID** TIME RESPONSIBLE 1. Assist the client None 2 Minutes 1. Input/scan Library Library and during the AVR Card in the Entrance Learning reservation process. Logger System, and Resource Center sign in the logbook Section, located at the Personnel reference desk. 2. Receive the AVR 2 Issue the AVR None 3 Minutes Library and Reservation Form, Reservation Form to Learning and fill out the the client, and check Resource Center required information. for the correctness of Section. the entries. Provide Personnel assistance for queries. 3. Submit the 3. Check and safely 2 Minutes None Library and requirements. keep the presented Learning requirements, then Resource Center hand over the key Section. and/or resources for Personnel the intended purpose. TOTAL None 7 Minutes

6. Application for the Utilization of Audio-Visual Room



STUDENT AFFAIRS AND SERVICES SECTION

External Services

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1. Issuance of Student Travel Permit for Curricular Off-Campus Activities This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus

activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs an	d Services Division/Section
Classification:	Highly Technical	
Type of Transaction:	G2C - Governmer	nt to Citizen
Who may avail:	All Students throug	gh their Personnel-In-Charge
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE
Representative (Personn	el In-Charge)	
Approved Course Syllabus	/Manual (1	Faculty handling the subject / Academic Department / Dean
photocopy)		Student Affairs and Services Division/Section
Annex A and B (2 original) Letter of Intent		Provided by the Client
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section
Approved Travel Order of t		Provided by the Client
Charge		
Personnel-in-Charge's pro	of of attendance	Provided by the Client
to first-aid/medical emerge		
Pictures of First Aid Kit	, ,	Provided by the Client
Breakdown of Fees (if app	licable)	Provided by the Client
Student's Health Insurance		Health Services Unit
Notarized Affidavit of Cons		Student Affairs and Services Division
original)	· ·	
Updated Medical Certificate (1 original)		Provided by the Client
Student Travel Permit (1 o	riginal)	Student Affairs and Services Division/Section
Students' mobility		College's Driver / Sub-contracting travel agency
For college vehicle:		
- Updated/valid docu		
to registration, insu		
assurance of road	worthiness, and	
driver's license.		
For third-party or sub-con		
- Updated/valid docu		
to registration, insu		
assurance of road v	,	
driver's license, fra LTFRB or Travel ar		
duly accredited by		
Tourism.	and Department of	
Documentations of the follo	owing activities	Provided by the Client
conducted:		,
- Orientation/consult	ation to concerned	
participants		
 Announcement to participants and 		
parents regarding the off-campus		
activity		
- Dissemination of in		
materials/learning j	ournals for	
students		
- Emergency prepare		
given to students a	nu stakenoluers	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and	1.1 Receive the documents submitted	None	3 Days	SASS Head
submit all the required documents to the Student Affairs and Services Division/Secti on.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASS Head
	1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
2. Wait for the approval from CHED	 2.1 Submit documents to CHED 2.2 Make follow-up as to status of documents 		15 Days	SASD Director/Section Head, and CHED personnel
 Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, 	 3.1 Issue and record the Student Travel Permit No. 3.2 Provide the client a routing slip as to the 	None	5 Minutes	SASD Staff SASS Head
notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and			
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approved Annex A and B, and Certificate of Compliance from CHED			
TOTAL	None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Complex	Complex		
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Students throu	gh their Personnel-In-Charge		
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE		
Representative (Personn	el In-Charge)			
Letter of Intent		Provided by the Client		
SAS Request Form (1 orig	inal)	Student Affairs and Services Division/Section		
Approved Travel Order of t Charge	the Personnel-In-	Provided by the Client		
Personnel-in-Charge's pro to first-aid/medical emerge		Provided by the Client		
Pictures of First Aid Kit		Provided by the Client		
Breakdown of Fees (if app	licahle)	Provided by the Client		
Student's Health Insurance	/	Health Services Unit		
Notarized Affidavit of Cons		Student Affairs and Services Division		
original)				
Updated Medical Certificat	e (1 original)	Provided by the Client		
Student Travel Permit (1 o		Student Affairs and Services Division		
Students' mobility		College's Driver / Sub-contracting travel agency		
For college vehicle:				
 Updated/valid docu 				
to registration, insu				
assurance of road	worthiness and			
driver's license.	ture ative a			
For third-party or sub-con - Updated/valid docu				
to registration, insu				
assurance of road				
driver's license, fra				
LTFRB or Travel ar				
duly accredited by	•			
Tourism.				
Documentations of the follo	owing activities	Provided by the Client		
conducted:				
- Orientation/consult	ation to concerned			
participants				
- Announcement to p				
parents regarding the off-campus				
activity	ί τος οιτισενώς οι	IADTED	D 1071	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the	1.1 Receive the documents submitted	None	2 Days and 4 Hours	SASS Head
required documents to the Student Affairs and Services Division/Secti on.	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			SASS Head
	1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			SASD Director, VPAA/Branch Director, and College President
2. Receive 1 original of controlled Student Travel Permit, and notarized and	2.1 Issue and record the Student Travel Permit No.	None	5 Minutes	SASS Head
controlled	2.2 Drovido the			SASS Hood

2 Days, 4 Hours,

and 5 Minutes

2.2 Provide the

client a routing

approval of the

travel attached

TOTAL

None

with original

copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.

slip as to the

controlled

Affidavit of

Consent of Parents, and log

into the Student

Travel Permit

Logbook

SASS Head



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs a	nd Services Div	ision/Section	
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	G2C – Government to Citizen		
Who may avail:	Student Organiza	Student Organization Officers/Members		
CHECKLIST OF REQ	UIREMENTS		WHERE TO	SECURE
Principal				
SAS Request Form (1	original)	Student Affairs	s and Services Divisio	n/Section
Certification Attachmer	nt Form (1 original)	Student Affairs	s and Services Divisio	n/Section
Representative				
Authorization Letter (1	original)	Provided by th	ne Client	
Government-issued ide the person being repre photocopy back-to-bac (3) signature specimen	sented (1original, 1 k with affixed three	Provided by th	ne Client	
Government-issued ide the representative (1 o back-to-back with affixe specimen)	riginal, 1 photocopy	To be provide	d by the representative	2
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	 Receive the documents from the client. Check the appropriatenes s, completeness and legality of the claim Start processing the request. 	None	1 Day	SASS Head
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	SASS Head
	TOTAL	None	1 Day, 3 Minutes	



4. Issuance of Excuse Slip for Class Absences This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Simple	Simple		
G2C – Governme	G2C – Government to Citizen		
All students			
		WHERE TO	SECURE
	Student Affairs	and Services Divisio	n/Section
	Provided by the	e Client	
nds to the reason of	F Provided by the Client		
f Excuse Slip (for tive class absences)	Guidance and Counseling Unit		
AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students. 	None	10 Minutes	SASS Head
2. Issue the client with Excuse Slip.	None	3 Minutes	SASS Head
TOTAL	None	13 Minutes	
f	G2C – Governme All students IREMENTS IREMENTS IREMENTS Additional and a state of the reason of f Excuse Slip (for tive class absences) AGENCY ACTION 1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students. 2. Issue the client with Excuse Slip.	G2C – Government to Citizen All students JIREMENTS Student Affairs Provided by the nds to the reason of Provided by the f Excuse Slip (for tive class absences) AGENCY ACTION FEES TO BE PAID 1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students. 2. Issue the client None None Slip.	G2C – Government to Citizen All students WHERE TO Student Affairs and Services Division Provided by the Client Inds to the reason of Provided by the Client f Excuse Slip (for tive class absences) Guidance and Counseling Unit AGENCY ACTION FEES TO BE PAID PROCESSING TIME 1.1 Receive the documents from the client None 10 Minutes 1.2 Verify the document/s presented by the students. None 3 Minutes 2. Issue the client with Excuse Slip. None 3 Minutes



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs ar	Student Affairs and Services Division/Section		
Classification:	Simple	Simple		
Type of Transaction:	G2C – Governme	C – Government to Citizen		
Who may avail:	All students			
CHECKLIST OF REQU	IREMENTS		WHERE TO	SECURE
SAS Request Form		Student Affairs	and Services Divisio	n/Section
Justification Letter (1 original		Provided by the		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
client's name in the	1. Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel
Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2.1 Receive the Justification Letter from the client 2.2 Check and verify the justification presented 2.3 Start processing the request	None	5 Minutes	SASS Head
3. Receive the Uniform Pass Slip from the Student	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASS Head
	TOTAL	None	9 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM			
	Please let us know how we have served you by doing any of the following:		
How to send a Feedback?	Accomplish the Client Feedback Form available in the offices and drop this at the drop box located at the Public Assistance and Complaints Desk.		
	You can also send your feedback through the following email addresses:		
	president@ddosc.edu.ph feedback@ddosc.edu.ph		
How feedback is processed?	Client files feedback either through accomplishing Client Feedback Form available in the lobby or by sending their feedback through the following email addresses: president@ddosc.edu.ph feedback@ddosc.edu.ph Every Friday, the Human Resource Management Officer-In-Charge opens the drop box and compiles and records all feedback submitted.		
	The Human Resource Management Officer-In-Charge reviews the feedback and forwards this to the appropriate department/unit of the office. Feedback requiring answers shall be acted upon within three (3) days from the receipt of the feedback.		
	The answer of the office is then relayed to the client.		

Feedback and Complaints Mechanism



	Fill out the Client Complaint Form and drop it at the designated drop box located at the Public Assistance and Complaints Desk.
	Complaints can also be filed through the following email addresses: <u>president@ddosc.edu.ph</u> <u>feedback@ddosc.edu.ph</u>
How to file a complaint	Make sure to provide the following information: - Name of person being complained - Incident - Evidence
	For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart) +639176207468 (Globe)
	Every Friday, the Human Resource Management Officer-In-Charge opens the drop box, compiles and records all complaints submitted.
	For received complaints related to Personnel, the feedback form will be forwarded to the Grievance Committee for further action. If the complaints are related to Students, it will be forwarded to the Office of the Student Affairs Services for further action.
How complaints are processed	Upon evaluation, the Grievance Committee or the head of the Office of the Student Affairs Services shall start the investigation and forward the complaint to the personnel/student concerned for their explanation.
	The Grievance Committee or the head of the Office of the Student Affairs Services will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.
	The Grievance Committee or the head of the Office of the Student Affairs Services will give the feedback to the client.
	For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart); +639176207468 (Globe)
Contact information of ARTA, PCC, CCB	ARTA: <u>complaints@arta.gov.ph</u> 8478 5093 PCC: 8888 CCB: 0908-881-6565



List of Offices

Office	Address	Contact Information		
DDOSC - COMPOSTELA MAIN CAMPUS				
Office of the College President	Purok 10, Poblacion, Compostela, Davao de Oro	president@ddosc.edu.ph		
Admission and Student Records Section	Purok 10, Poblacion, Compostela, Davao de Oro Davao de Oro	registrar_compostela@ddosc.edu.ph		
Bids and Awards Committee	Purok 10, Poblacion, Compostela, Davao de Oro	procurement@ddosc.edu.ph		
Cashiering Section	Purok 10, Poblacion, Compostela, Davao de Oro	cashier_compostela@ddosc.edu.ph		
Office of the Chief for Administration and Finance	Purok 10, Poblacion, Compostela, Davao de Oro	ocaf@ddosc.edu.ph		
Guidance and Counseling Unit	Purok 10, Poblacion, Compostela, Davao de Oro	guidance@ddosc.edu.ph		
Health Services Section	Purok 10, Poblacion, Compostela, Davao de Oro	healthservices@ddosc.edu.ph		
Human Resource Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	hrms@ddosc.edu.ph		
Library and Learning Resource Center Section	Purok 10, Poblacion, Compostela, Davao de Oro	library_compostela@ddosc.edu.ph		
Student Affairs and Services Division	Purok 10, Poblacion, Compostela, Davao de Oro	sasd@ddosc.edu.ph		
Property and Supply Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	psms@ddosc.edu.ph		
DDOSC – MARAGUSAN	BRANCH	,		
Office of the Branch Director	Purok Tambis, Poblacion, Maragusan, Davao de Oro	director.maragusan@ddosc.edu.ph		



Admission and Student Records Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	cashier.maragusan@ddosc.edu.ph
Guidance and Counseling Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hrmo.maragusan@ddosc.edu.ph
Health Services Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hsu_maragusan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	library_maragusan@ddosc.edu.ph
Student Affairs and Services Section	Purok Tambis, Poblacion, Maragusan, Davao de Oro	osas.maragusan@ddosc.edu.ph
DDOSC – MONTEVISTA	BRANCH	
Office of the Branch Director	Purok Tambis, Poblacion, Maragusan, Davao de Oro	director.montevista@ddosc.edu.ph
Admission and Student Records Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	cashier_montevista@ddosc.edu.ph
Guidance and Counseling Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hrm_montevista@ddosc.edu.ph
Health Services Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hsu_montevista@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	library_montevista@ddosc.edu.ph



Student Affairs and Services Section	Purok Tambis, Poblacion, Maragusan, Davao de Oro	sas.montevista@ddosc.edu.ph
DDOSC – NEW BATAAN	BRANCH	
Office of the Branch Director	Purok Tambis, Poblacion, Maragusan, Davao de Oro	director.newbataan@ddosc.edu.ph
Admission and Student Records Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	cashier_newbataan@ddosc.edu.ph
Guidance and Counseling Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hrm_newbataan@ddosc.edu.ph
Health Services Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hsu_newbataan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	library_new bataan@ddosc.edu.ph
Student Affairs and Services Section	Purok Tambis, Poblacion, Maragusan, Davao de Oro	sas.newbataan@ddosc.edu.ph

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