



Mountain Province State Polytechnic College



CITIZEN'S CHARTER 2022



VISION

An internationally recognized higher education institution for cultural continuity and innovations that transforms lives and fosters sustainable development

MISSION

MPSPC shall pursue responsive instruction and innovation to produce resilient and productive citizens who promote transformational governance and contribute to sustainable development while rooted in their cultural heritage

GOALS

- 1. Attain quality and excellence in instruction, research, extension, and resource generation;*
- 2. Promote relevance and responsiveness of the College's mandates and programs;*
- 3. Foster inclusive education for cultural dynamism;*
- 4. Enhance efficiency and cost effectiveness of management in the delivery of quality services; and,*
- 5. Sustain harmony within the College and with stakeholders.*



T R A N S F O R M

- T-** *Transformational curriculum and instruction for cultural vitality and international education*
- R-** *Relevant production and sustainable resources generation programs*
- A** *Accessible and equitable learning resources and student services and development*
- N-** *Noteworthy partnerships and extension services towards sustainable communities*
- S-** *Sustainable Development Goals integration into programs, projects, and activities*
- F-** *Functional leadership that cultivates personnel development amidst changing higher education landscapes*
- O-** *Organizational strengthening toward efficient delivery of services*
- R-** *Responsive local and global linkages in harmony with the industrial revolution and transformational education*
- M-** *Modern research-based solutions and responsive, innovative*

QUALITY POLICY

MPSPC in its aims to fully enhance its programs and services commits to deliver high standards of satisfaction responsive to the needs of its clients and compliant to applicable statutory and regulatory requirements while continually improving its systems and processes.



Service Pledge

The officials of MPSPC do hereby earnestly commit to provide you, our clients, with a kind of service that is characterized by:

- S wiftness:** We shall attend to your requests with promptness and reasonably dispatch the same within the official government working time of 8:00 AM– 5:00 PM and even beyond to ensure the delivery of effective and efficient services to you;
- E ffectiveness:** We shall continue to provide services with the desired results in accordance to the standards of quality public service through our frontline offices to serve you at their best;
- R esponsiveness:** We shall respond to your comments, suggestions, and complaints concerning the quality of our services and take appropriate actions within 24 hours through our Public Assistance Counter tasked to ensure better delivery of services to you;
- V ersatility:** We shall continue to provide you services with flexibility to ensure that even your varied needs and queries will be attended upon at the shortest possible time;
- I ntegrity:** We shall continue to serve you with honesty and ensure that our frontline service providers and other employees of the institution will steadfastly adhere to high moral principles and professional standards to protect the dignity of public service;
- C ompetence:** We shall continue to provide you adequate, sufficient, and competitive services through our proficient and skillful employees in the institution; and,
- E fficiency:** We shall render to you quality services and address your requests the soonest possible time through our Public Assistance Counter and Frontline Service Providers.



Mountain Province State Polytechnic College is the only state institution for higher learning in the province and it aspires to become a preferred university of developmental culture and inclusive growth. This Citizen's Charter is the administration's contribution to a red-tape free Mountain Province State Polytechnic College. It features the mandates, vision, mission, as well as the service pledge of the College. The core values of SERVICE underscore its commitment to serve in accordance with policies and requirements towards the realization of its vision. The College strongly adheres to values of spirituality, effectiveness, responsibility, versatility, integrity, commitment, efficiency, and self-discipline as it delivers quality services to its clients and stakeholders. The passage of RA 9485 or the "Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption", otherwise known as Anti-Red Tape Act of 2007, provides guidelines beneficial to the improvement in the delivery of quality services of the Mountain Province State Polytechnic College.

In the continuing effort of the Administration to further improve the delivery of services in the College, MPSPC subjected itself to quality management system accreditation and through this, the Office of the Student Affairs and General Administration and Support Services were granted ISO 9001:2015 Certification. These offices supervise the four identified core frontline offices of the College namely, the Registrar's Office, the Cashier's Office, the Accounting Office, and the Student Services and Development Office. This certification has further enabled the College to improve its performance, increase its customer satisfaction, and maintain its compliance to statutory and regulatory requirements, thereby paving the way to the continuous improvement of its systems and processes.



Moreover, the Citizen's Charter also contains a Feedback and Redress Mechanism to ensure that the comments, suggestions, as well as grievances of clients and stakeholders will be properly addressed by the concerned offices. Priority attention and action are also provided to the elderly, differently abled, and pregnant women who are provided a special lane.

Further, in order to efficiently and continuously deliver services to students and clients in times of pandemic, disaster and calamities, flexible initiatives and measures during the extraordinary time were crafted, providing services that may be availed online and offline. For instance, the Registrar's Office reconfigured and strategized the online enrollment process through an internet-based modality like the email or through mobile/community based registration like the SMS. Hotline numbers are also provided so that the students and clients can easily communicate their concerns, queries, and issues with the College for prompt action. Initial assessment will also be conducted in order to determine the applicable and relevant alternative measures to be undertaken. Widest dissemination of information are also made through the social media accounts and platforms of the College to ensure that students and clients are informed of the processes of the various services in the College.

In times of crisis like the COVID-19 health pandemic, the College shall strictly adhere to the prescribed guidelines, protocols, and minimum health standards at all times. This includes the use of foot bath, wearing of mask, social distancing, hand sanitizing, information dissemination drive, conduct of a simple triage, checking of health status, and provision of assistance. This will provide a clear and actionable guidance for safe operations through the prevention, early detection, and control of COVID-19 in the College.



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OFFICE OF THE PRESIDENT



INTERNAL SERVICES

1. Approval of Requests

This covers the approval of requests such as requests for leave and overtime from the employees of the College

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of requests with complete supporting documents 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of request to the Office of the President	1.1. Receives the letter of request then logs it in the record book	none	2 minutes	PMS
	1.2. Forwards the letter of requests to the Chief of Staff			
	1.3. Reviews the letter of request for recommending approval	none	10 minutes	Chief of Staff
	1.4. Approves/ Disapproves the letter of request	none	Within 1 day	College President
	1.5. Forwards the letter of request to the Records Office for releasing	none	10 minutes	PMS
TOTAL		None	1 day and 22 minutes	



2. Approval of Authority to Travel

This covers the approval of Authority to Travel among the employees of the College who are travelling on official business purposes as well as MPSPC students travelling on scholastic purposes.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Authority to Travel with complete supporting documents 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit their Authority to Travel to the Office of the President	1.1. Receives the Authority to Travel, logs it in the record book, then gives it to the Chief of Staff	none	2 minutes	PMS
	1.2. Reviews the Authority to Travel then affixes their initial as recommending approval	none	5 minutes	Chief of Staff
	1.3. Approves/ Disapproves the Authority to Travel	none	Within 1 day	College President
	1.4. Forwards the Authority to Travel to the Records Office for releasing	none	5 minutes	PMS
TOTAL		None	1 day and 12 minutes	



3. Approval of Diesel Withdrawal /Driver's Trip Ticket

This is requested by the College Mobility Crew for the fuel of the vehicles that are assigned to them.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC Mobility Crew		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Diesel Withdrawal Form/Driver's Trip Ticket Form 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the accomplished Diesel Withdrawal Form/Driver's Trip Ticket to the Office of the President	1.1. Receives the form, logs it in the record book, then writes its diesel withdrawal and trip ticket number.	none	2 minutes	PMS
	1.2. Reviews then approves the Diesel Withdrawal/ Trip Ticket Form	none	5 minutes	Chief of Staff
	1.3. Releases the approved Diesel Withdrawal Form to the requesting party	none	1 minute	PMS
TOTAL		None	8 minutes	



4. Approval of Training/ Activity Designs

This includes activity designs for seminars, trainings, activities, and events facilitated by the College.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Activity Design with complete attachments and signatories 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the Training/Activity Design to the Office of the President	1.1. Receives, records the training/activity design, then forwards it to the Chief of Staff	none	2 minutes	PMS
	1.2. Reviews the training/activity design then affixes their initial as recommending approval	none	5 minutes	Chief of Staff
	1.3. Approves/ Disapproves the Training/ Activity Design	none	Within 1 day	College President
	1.4. Forwards the Training/ Activity Design to the Records Office for Releasing	none	3 minutes	PMS
TOTAL		None	1 day and 10 minutes	



5. Signing and Approval of Clearances

This is being accomplished by contractual personnel of the College at the end of their contract. Retiring and resigning personnel are also required to accomplish this clearance form.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC personnel		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Signed clearance 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit their clearance to the Office of the President	1.1. Receives the clearance, logs it in the record book, then forwards it to the College President	none	2 minutes	PMS
	1.2. Approves the clearance	none	Within 1 day	College President
	1.3. Forwards the Clearance to the Records Office for Releasing	none	3 minutes	PMS
TOTAL		None	1 day and 5 minutes	



6. Request of Obligation/Voucher

This includes the approval of Obligation Requests and Status and the Disbursement of Vouchers.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC personnel		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Obligation Request / Disbursement Voucher Form 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the Obligation Request/ Disbursement Voucher Form to the Office of the President	1.1. Receives the Obligation Request/ Disbursement Voucher Form, logs it in the record book then forwards it to the Chief of Staff	none	2 minutes	PMS
	1.2. Reviews the documents then endorses for President's action	none	10 minutes	Chief of Staff
	1.3. Approves or Disapproves the request for Obligation Request/ Disbursement Voucher Form	none	Within 1 day	College President
	1.4. Forwards it to the Accounting Office	none	3 minutes	PMS
TOTAL		None	1 day and 15 minutes	



7. Issuance of Certification/ Authorization

This certification is issued to MPSPC employees who are authorized to transact in behalf of the College

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC personnel		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Data on names and information required in the crafting of the Certification/Authorization 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned office/individual will submit the name and the necessary information needed for the Certification/Authorization	1.1. Receives the data provided Drafts the Certification/Authorization	none	2 minutes	PMS
	1.2. Reviews the draft certificate	none	10 minutes	Chief of Staff
	1.3. Signs the Certificate	none	Within 1 day	College President
	1.4. Forwards the Certification/Authorization to the Records Office for releasing	none	3 minutes	PMS
TOTAL		None	1 day and 15 minutes	



EXTERNAL SERVICES

1. Compliance to requests from oversight agencies

This includes the requests of oversight agencies such as reports and data on MPSPC profile.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2B - Government to Business		
WHO MAY AVAIL		Oversight agencies		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Communication letter 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will give/send the communication letter to the Office of the President or to the MPSPC email address	1.1. Receives the communication letter, logs it to the record book, attaches an action slip then forwards it to the Chief of Staff	none	5 minutes	PMS
	1.2. Reviews the communication letter. For requests requiring immediate action, he will indicate in the action slip the office responsible for compliance. For requests requiring the approval of the College President, the letter of request will be referred to the College President for action then it will be forwarded to the concerned office for compliance.	none	Within 1 day	Chief of Staff College President
	1.3. Accomplishes the data being requested then forwards it to the College President for affirmation	none	1-3 days (dependent on the complexity of data required & the deadline of submission)	Concerned Unit/Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Makes the transmittal letter	none	10 minutes	PMS
	1.5. PMS will send the requested report if online submission Records Office will send the requested report if offline submission	none	3 minutes	PMS and Records Office staff
TOTAL		None	1 day & 13 minutes to 3 days & 13 min	



2. Actions on External Communications

This includes letters of invitation, participation and other external communications received from other SUCs, Government and Private offices

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2B - Government to Business		
WHO MAY AVAIL		Government and Private Offices		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Communication letter 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the communication letter to the Office of the President	1.1. Receives the communication letter, logs it to the record book, attaches an action slip then forwards it of the Chief of Staff	none	5 minutes	PMS
	1.2. Reviews the communication letter	none	10 minutes	Chief of Staff
	1.3. Writes the actions to be undertaken in the action slip	none	Within 1 day	College President
	1.4. Forwards the communication letter together with the action slip to the Records Office for releasing	none	3 minutes	PMS
TOTAL		None	1 day and 18 minutes	

3. Request for Replacement of Diploma

The diploma is requested by alumni of the College

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Citizen		
WHO MAY AVAIL		Alumni of MPSPC		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request for replacement of Diploma Affidavit of loss 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the letter of request for replacement of diploma and affidavit of loss to the Office of the President	1.1. Receives the letter of request for replacement of diploma and affidavit of loss, logs it to the record book, then forwards it to the Chief of Staff	none	2 minutes	PMS
	1.2. Reviews then notes the request for action	none	Within 1 day	Chief of Staff/ College President
	1.3. Forwards the request to the Registrar's Office	none	5 minutes	PMS
TOTAL		None	1 day and 7 minutes	



4. Request for Advance Payment/Request for Inspection for Infrastructure Projects

The includes the request of the contractor for advance payment in an amount not exceeding 15% of the total contract price. The request for inspection is made by the contractor so that he will be fully paid.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Citizen		
WHO MAY AVAIL		Alumni of MPSPC		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request for Advance Payment/Inspection for Infrastructure Projects 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will submit the letter of request for advance payment/request for inspection to the Office of the President	1.1. Receives the letter of request for advance payment/ inspection, logs it in the record book, attach an action slip then gives it to the Chief of Staff	None	2 minutes	PMS
	1.2. Reviews the letter of request for advance payment/ inspection for recommending approval	none	15 minutes	Chief of Staff
	1.3. Approves or disapproves the requests then write the action to be undertaken in the action slip	none	Within 1 day	College President
	1.4. Forwards the letter of request together with the action slip to the Records Office for releasing	none	5 minutes	PMS
TOTAL		None	1 day and 22 minutes	



5. Issuance of Certifications

This includes Certificate of Appearance and Certificate of Utilization requested by partner agencies and stakeholders

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Government G2B- Government to Business		
WHO MAY AVAIL		Government and Private Offices		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Data on names and information required in the crafting of the certificate 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned office/individual will submit the names of those that will be given certificates with the necessary information needed for the certificate to be issued.	1.1. Receives the data provided Drafts the requested certificate then forwards it to the Chief of Staff	none	2 minutes	PMS
	1.2. Reviews the drafted certificate	none	10 minutes	Chief of Staff
	1.3. Signs the Certificate	none	Within 1 day	College President
	1.4. Forwards the Certificate to the Records Office for releasing	none	3 minutes	PMS
TOTAL		None	1 day and 15 minutes	


INTERNAL SERVICES
1. Acknowledgement of Communications

This covers the communications

OFFICE OR DIVISION		Office of the College/Board Secretary		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Communication letter 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the communication to the Office of the College/ Board Secretary	1.1. Receives the communication then records it in the logbook	none	2 minutes	C/BS Staff
	1.2. Gives the communication to the College Board Secretary for action	none	10 minutes	College/Board Secretary
	1.3. Acknowledges communication and forwards to the Records office for filing or routing to concerned personnel when necessary	none	20 minutes	Records Office Staff
TOTAL		None	32 minutes	



2. Acknowledgement of Requests

This covers the approval of requests from the employees of the College

OFFICE OR DIVISION		Office of the College/Board Secretary		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request with complete supporting documents 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of requests to the Office of the College/ Board Secretary	1.1. Receives the letter of request then records it in the logbook	none	2 minutes	C/BS Staff
	1.2. Gives the letter of request to the College Board Secretary for action	none	5 minutes	College/Board Secretary
	1.3. Determines if the request is administrative, academic, RDE, RGL or Board concerns	none	20 minutes	College/Board Secretary
	1.4. Forwards to the Office of the College President for administrative, academic, RDE and RGL concerns	none	10 minutes	PMS Staff
	1.5. Forwards to the Office of the Commissioner for Governing Board concerns	none	10 minutes	CB Secretary
TOTAL		None	47 minutes	



INTERNAL SERVICES

1. Receiving of Incoming Communications/Records

The IQA receives five types of communication, according to purpose – (1) advisories or directives, (2) designation of personnel in the unit, (3) dissemination of general information, (4) requests for documents, and (5) document information to support reports on compliance with standards that are drafted by the unit. Most of these communications come from within the College. Communications that come from outside the College are those that are furnished to the unit for updating quality standards and reports of compliance to standards (mainly from CHED and AACCUP).

OFFICE OR DIVISION		Institutional Quality Assurance Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G-Government to Government		
WHO MAY AVAIL		Personnel in the unit		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Routes the document	1.1. Receives the document and signs in the routing slip	none	1 minute	IQA staff
	1.2. Reads and understand the communication	none	1 minute	IQA staff
	1.3. Photocopies and distributes to concerned staff where applicable	none	1 minute	IQA staff
	1.4. Enters the communication in the logbook of incoming communications	none	1 minute	IQA staff
	1.5. Scans and files the document in the proper folder	none	1 minute	IQA staff
TOTAL		None	5 minutes	



2. Releasing of Requested Documents/Records

The IQA serves as a technical arm during accreditation and standards-certification activities. As such, it provides checklists and instruments pertinent to standards requirements. It also provides photocopies, when requested, of all the files or records kept in its office such as Certificate of Program Compliance (COPC), Certificate and Status of AACCUP Accreditation, Syllabi, Manual of Operation and other Policies and Guidelines.

OFFICE OR DIVISION		Institutional Quality Assurance Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G-Government to Government		
WHO MAY AVAIL		Personnel in the unit, faculty & staff who are working on their folders in support to accreditation and or certification from quality-certifying bodies		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicates request	1.1. Receives the request	none	1 minute	IQA staff
	1.2. Retrieves document from file	none	1 minute	IQA staff
	1.3. Photocopies or prints e-copy of the document	none	1 minute/5page	IQA staff
2. Indicates receipt of requested document in the outgoing logbook	2.1. Enters the details in the logbook of outgoing communications	none	1 minute	IQA staff
	2.2. Returns the document to its place (for printed sources)	none	1 minute	IQA staff
TOTAL		None	5 minutes	



3. Facilitation of Quality Standards Accreditation or Certification

The IQA serves as a technical arm during accreditation and standards-certification activities. During these times, particularly in the presence of anticipated survey or monitoring and evaluation visit, the IQA serves as coordinator and facilitator to ensure success or qualification to the level of standard applied for; such as attainment of university status, level I-IV accreditation, CHED recognition (COPC), ISO, ISA and other quality standards that the College may want to check itself against.

OFFICE OR DIVISION		Institutional Quality Assurance Office		
CLASSIFICATION		Technical to Highly Technical		
TYPE OF TRANSACTION		G2G- Government to Government		
WHO MAY AVAIL		This is availed by and for the college itself. It submits itself, through the program offerings, to oversight/accrediting or certifying bodies		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Plan indicating desire to undergo standards certification Budget allocation 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The certifying body issues standards/instruments;	1.1. Prepares activity design to ensure that resources are adequate, available	none	1 days	IQA staff
	1.2. The authorized officials and the College President approves the conduct of activities	none	1-3 days	IQA Director, L&D Coordinator, Budget Officer, Accountant, VPAA, VPAD College President
	1.3. Communicates with the accrediting or certifying body for schedule of visit	none	1-3 days	IQA Director
	1.4. Conducts orientations/ review of instruments to inform and guide concerned office/ units and workforce	none	1-3 days	IQA Director
	1.5. Conducts meetings to monitor status of preparation	none	3 – 5 days (as required)	IQA Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Assists in or undertakes the reproduction, digitization, packaging and uploading of documents (for online visit)	none	175 days	
	1.7. Coordinates the conduct of internal accreditations or assessments (online and offline) for AACCUP Accreditation)	none	(3-14 days)	
2. Scrutinizes documents and makes report of findings and/or rating	2. Coordinates the conduct of visit	none	3-5 days	
3. Forwards copy of findings and/or rating to MPSPC	3. Post evaluations and preparations of terminal report	none	3 days	
	TOTAL	None	188 – 198 days (+ 3-14 days for internal assessments)	



4. Internal AACCUP Accreditation of Programs

The IQA, through AACCUP-trained and certified internal accreditors, conducts internal or preliminary survey of programs scheduled to be surveyed by external AACCUP accreditors. This is done in order to ensure that documents shall have been well-prepared and ready before the actual AACCUP survey visit. This is also a mechanism by which continuous improvements are ensured through continuous monitoring and review of systems, inputs, implementation programs, plans and activities, and outcomes.

OFFICE OR DIVISION		Institutional Quality Assurance Office		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		Government to Government		
WHO MAY AVAIL		This is availed of and conducted by and for the college itself. It submits itself, through the program offerings, to oversight/accrediting or certifying bodies		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Prints and digitizes e-copies of the following: <ul style="list-style-type: none"> • Program Performance Profile (PPP) (for Levels I, II, III Phase 1 and IV Phase 1) or Narrative Report (for Level III and Level IV Phase 2) • Compliance Reports • Supporting documented information to evince performance and compliance • AACCUP accreditation survey instrument 		<ul style="list-style-type: none"> • Accreditation Taskforce • Accreditation Taskforce • Accreditation Taskforce, who in turn, collects these documented information from concerned offices • IQA Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements 1-3	1. Receives the 1-3 documents of the area to which they are assigned	none	1 minute	Internal Accreditor assigned
2. Assist the accreditors in reviewing the documents	2. Scrutinizes the documents	none	3 days	Internal Accreditor assigned



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Answers further inquiries or provides additional documentary evidence	3. Validates the claims in the documents by asking clarifications or requesting for additional supporting documents	None	1 day	Internal Accreditor assigned
4. Makes necessary adjustments, improvements, or enhancement	4. Makes recommendations or provide inputs/ suggestions	None	3 days	Internal Accreditor assigned
5. Ensures uploading of the documents	5.1. Undertakes final scrutiny of the document, this time may be using the online portal	None	5 days	Internal Accreditor assigned
	5.2. Prepares preliminary survey report and enters rating in the survey instrument	None	2 days	Internal Accreditor assigned
TOTAL		None	14 days	



5. Internal Monitoring and Evaluation of Compliance with Program Standards and Guidelines and other Standard Requirements from CHED

In relation to CHED scheduled validation or monitoring and evaluation that may be conducted at any time of compliance with Policies, Standards and Guidelines for program offerings and for institutional quality standards, the IQA facilitates the preparation and packaging of all documentary evidence.

OFFICE OR DIVISION		IQA		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G- Government to Government		
WHO MAY AVAIL		All programs offered by the College, thru the accreditation taskforce members		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> CMO on PSG Report on previous monitoring and evaluation/validation Approved activity design Designation of internal accreditors and taskforce members Documented information of implementation of mandate and/or recommendations 		<ul style="list-style-type: none"> CHED office/portal Office of the President Office of the President From the faculty themselves and the different operating units or offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues PSG or other memoranda on quality standards, findings and recommendations	1.1. Customizes a checklist of requirements and supporting documents	none	1 day	IQA staff in charge of COPC
	1.2. Furnishes the program/ office/ unit head of the checklist	none	1 day	IQA staff in charge of COPC
	1.3. Requests/ gathers evidence of compliance from concerned faculty, offices, units	none	5-10 days	IQA staff in charge of COPC



CLIENT STEPS	AGENCY ACTION	AC-	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Prepares initial compliance report based on available or submitted evidence		none	1 day	IQA staff in charge of COPC
	1.5. Conducts meeting with concerned departments, offices and units to discuss initial		none	1 days	IQA Director and staff in charge of COPC
	1.6. Gathers any additional documentary evidence		none	3-10 days	IQA staff in charge of COPC
	1.7. Prepares revised or final report and submits for management review		none	3 days	IQA staff in charge of COPC
TOTAL			None	14 - 27 days	



6. Preparation and Submission of Compliance Reports to Oversight Agencies

The IQA also helps the management to ensure proper documentation of activities, plans and projects being implemented in compliance with mandates and standard requirements. Thus, the IQA then helps in the preparation of reports.

OFFICE OR DIVISION		IQA			
CLASSIFICATION		Highly Technical			
TYPE OF TRANSACTION		Government to Government			
WHO MAY AVAIL		The different units in the College and oversight agencies and accrediting or certifying bodies			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE			
<ul style="list-style-type: none"> Complete documentary evidence 		<ul style="list-style-type: none"> From the various operating unit/offices of the College 			
CLIENT STEPS	AGENCY ACTION	AC-	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues directive to submit report	1.1. Causes the issuance of memo for the submission of needed documentary information from concerned individuals, departments, offices or units		none	1 day	IQA Director or staff concerned
	1.2. Gathers and sorts documented information		none	3 days	
	1.3. Digitizes or makes e-file of the documented information		none	1 day	
	1.4. Drafts a compliance report and submits to OP for review		none	1 day	
	1.5. Finalizes the report after review and incorporation of inputs or corrections from the OP		none	1 day	
	1.6. Packages report and submits to OP for transmittal		none	3 days	
TOTAL			None	10 days	



7. Updating of Checklist of Requirements

The IQA also helps ensure that standards/instruments/requirements for quality are updated as soon as there are changes in or new standards. Thus, it must also keep its checklist updated

OFFICE OR DIVISION		IQA		
CLASSIFICATION		Technical		
TYPE OF TRANSACTION		Government to Government		
WHO MAY AVAIL		All departments or units/offices of the College		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of updated standards/policies requirements 		<ul style="list-style-type: none"> From oversight agencies/accrediting/certifying bodies 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues updates on standards/policies requirements	1.1. Files a copy and review updates	none	1 day	Assigned IQA staff
	1.2. Updates checklist of requirements and suggested documentary evidence	none	2 days	Assigned IQA staff
	1.3. Furnishes copy of updated checklist to concerned departments, offices or units	none	1 day	Assigned IQA staff
	1.4. Facilitates the conduct of meeting to discuss updates, if necessary	none	1 day	Assigned IQA staff
	1.5. May also propose for & facilitate the conduct of workshop to review instruments, if required	none	1 – 5 days	IQA Director and staff
TOTAL		None	6– 10 days	


INTERNAL SERVICES
1. Issuance of Requested document

This services includes documents such as the Annual Report, Strategic Plans, SWOT Analysis, Actions Plans and other related documents.

OFFICE OR DIVISION		Planning and Development Office (PDO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government to Government		
WHO MAY AVAIL		All departments or units/offices of the College		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Communication letter/ Letter of Request 		<ul style="list-style-type: none"> From oversight agencies/accrediting/certifying bodies 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the communication letter indicating the document being requested	1.1. Receives the communication letter	none	5 minutes	PDO staff
	1.2. Retrieves then photocopies the document being requested	none	30 minutes	PDO staff
2. Receives the document being requested	2. Issues a copy of the requested document	none	2 minutes	PDO staff
TOTAL		None	37 Minutes	


EXTERNAL SERVICES
2. Compliance to Reports Requested by Oversight Agencies

This service include reports being requested by CHED, PASUC, and other offices

OFFICE OR DIVISION		Planning and Development Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government to Government		
WHO MAY AVAIL		All departments or units/offices of the College		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Communication letter of the oversight agency with action slip 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the communication and action slip to the PDO	1.1. Receives the action slip and reviews the required documents being requested	none	5 minutes	PDO staff
	1.2. Facilitates the consolidation and accomplishment of the report	none	1-3 days <i>(dependent upon the complexity of data required and the deadline of submission)</i>	PDO staff PD Officer
	1.3. Forwards the report to the Office of the President for affirmation and drafting of the transmittal letter	none	30 minutes	PDO staff
	1.4. The Office of the President will send the report for online submission. The Records Office will send/submit the report for offline submission	none	10 minutes	PMS Records Office Staff
	TOTAL	None	1 day and 45 min to 3 days to 45 min	



INTERNAL SERVICES

1. Notarization of Documents

This service covers the notarization of Memorandum of Agreement/ Understanding (MOA/MOU), contracts, Personal Data Sheet (PDS), and other legal documents.

OFFICE OR DIVISION		Legal Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE?		
<ul style="list-style-type: none"> Legal documents to be notarized 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the documents to be notarized to the Legal Office	1. Reviews then notarizes the document	none	30 minutes	Legal Officer
2. The client retrieves the notarized document from the Legal Office	2. Releases the notarized documents	none	3 minutes	Legal Officer
TOTAL		None	33 minutes	



2. Provision of Legal Assistance

This service includes legal assistance in the formulation, interpretation and implementation of College Rules and Regulations and other legal matters.

OFFICE OR DIVISION		Legal Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sets an appointment for consultation	1. Provides legal advice and recommendations pertinent to the matter/s being sought.	none	1 hour	Legal Officer
TOTAL		None	1 hour	



3. Preparation of Justifications

This service includes justifications on COA's audit Observation Memorandum, Notices of Suspension, Notices of Disallowances and other related issuances being required from the College

OFFICE OR DIVISION		Legal Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request with complete supporting documents 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the letter of request with complete attachments to the Legal Officer	1.1. Reviews the documents then conducts inquiry on the justification being requested	none	1 hour	Legal Officer
	1.2. Drafts the justification letter	none	1 hour	Legal Officer
2. Receives the justification letter from the Legal Office	2. Releases the justification letter	none	5 minutes	Legal Officer
TOTAL		None	2 hours and 5 minutes	



4. Drafting of Contracts

This service includes drafting of contracts involving the College such as MOA, MOU, contract of lease, agreements, deed of sale/donation, etc.

OFFICE OR DIVISION		Legal Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2B- Government to Business		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Pertinent data on the contract to be drafted 		<ul style="list-style-type: none"> To be provided by the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will provide all the information needed for the drafting of the contract	1.1. Reviews the documents then conducts inquiry regarding the contract to be drafted	none	1 hour	Legal Officer
	1.2. Drafts the justification letter	none	1 hour	Legal Officer
2. Receives the drafted contract from the Legal Office	2. Releases the drafted contract	none	5 minutes	
TOTAL		None	2 hours and 5 minutes	



5. Filing of Grievance

This service includes various grievances filed by the employees of the College

OFFICE OR DIVISION		Grievance Committee with the Legal Officer as Chair		
CLASSIFICATION		Highly Technical Transaction		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Grievance Form 		To be provided by the issuing office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the accomplished grievance form to the Grievance Committee	1.1. Receives then reviews the submitted grievance form	none	1 hour	Grievance Committee
	1.2. Conducts investigation and hearing	none	Within 10 working days	Grievance Committee
	1.3. Renders decision after the investigation & hearing	none	Within 5 working days	Grievance Committee
2. The client agrees or disagrees on the decision rendered by the Grievance Committee If the aggrieved party is not satisfied with the decision rendered, he/she may appeal to top management	2. Termination of procedure after the decision of the Grievance Committee	none		Grievance Committee
TOTAL		None	Within 16 days	



INTERNAL SERVICES

1. Submission of Reports to Oversight Agencies

The submission of reports to oversight agencies as one of the internal services of Management Information system Unit aims to facilitate the submission of compliance reports to oversight agencies. This covers the preparation, consolidation, validation and submission of reports in compliance to the requirements given by the oversight agencies.

OFFICE OR DIVISION		Management Information System Office		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G– Government to Government		
WHO MAY AVAIL		Oversight Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Documents/Details from different oversight agencies 		<ul style="list-style-type: none"> Management Information System Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinates & collaborates the call for external report	1.1. Facilitates the preparation of reports based on the communication received from the oversight agencies. The MIS collaborates with other offices involved in the preparation of report and prepares necessary templates for the needed reports	None	1 hour	External Report Coordinator Concerned Personnel
	1.2. Consolidates reports from the concerned offices and validates the data collected	None	1 to 6 days	External Report Coordinator
2. Reviews and approves	2.1. Coordinates with the concerned offices for the review of the report. The report shall be sent to the Office of the President for approval. After the approval, the report will be sent to MIS Office for submission	None	1 day	MIS Director & concerned College Officials
	2.2. Submits e-copy and hardcopy of the reports to the concerned oversight agencies	None	1 hour	OP/ MIS Staff
TOTAL		2-8 days and 2 hours		



2. Media Management Services

This service includes production of quality multimedia presentations for the College. This operational procedure covers the multimedia services of the MIS Unit including graphics and layout and documentation services.

OFFICE OR DIVISION		Management Information System Office		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G-Government to Government		
WHO MAY AVAIL		Different Offices of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Media Management Services Form 		<ul style="list-style-type: none"> Management Information System Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for service	1.1. Gives Media Management Service Form to be accomplished by the client based on the services needed.	None	15 minutes	Media Management Services
	1.2. Creates the project based on the requirements of the client; Three weeks before the submission for the Video Editing One week before the submission for the Graphics Output Photos, videos or letter of request must be submitted to the	None	1 hour	Media Management Services
	1.3. Presents a draft or a sample of the project to the Media Management Coordinator and MIS/ ICT Director for critiquing before the submission for the client's critiquing.	None	1 hour	Media Management Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Critiques the project (<i>Second Critiquing</i>)	2. The Media Management Staff presents a draft or a sample of the project to the client for revision and finalization.	none	1 hour	Media Management Services Staff
3. Approves project	3. The client provides revisions and/ or will give approval to the project to the Media Management Staff	none	1 day	Media Management Services
4. Receives the project	4. Once the service is done, the Media Management Staff gives the finished project to the client, saving a soft and hard copy for documentation and future use. Placement of MIS watermark and other Brands	none	15 minutes	Media Management Services
5. Evaluates the service	5. The Media Management Staff issues an evaluation form to be accomplished by the client for the service rendered	none	15 minutes	Media Management Services
TOTAL		None	2 to 16 days, 2 hours and 45 minutes	



3. WEBSITE AND MEDIA UPLOADS

This service aims to facilitate the dissemination of information through the College's official website and media account. This operational procedure primarily involves the uploading of articles, updates, announcements/ advisories, photos and videos of the College in its official website.

OFFICE OR DIVISION		Management Information System Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Different offices of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for upload form 		<ul style="list-style-type: none"> Management Information System Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for posting of information	1. The MIS Staff (website administrator) facilitates the request from the concerned unit and gives the Website and Media Update Form to be accomplished by the client	none	15 minutes	Concerned Office or Unit/ MIS Staff
2. Collects information	2. The MIS staff obtains the information needed from the client	none	15 minutes	MIS Staff
3. Proceeds for Approval	<p>3. If the request is denied, the person/s responsible edits the information</p> <p>If the request is approved, the MIS staff brings the printed information from the client together with the accomplished form to the MIS Director for approval of posting</p> <p>The Media Management Coordinator and MIS Director shall review all the photos or graphics output before approval</p>	none	15 minutes	<p>MIS Staff</p> <p>MIS Director</p> <p>College Publication Editor</p> <p>Media Management Coordinator</p>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceeds with the posting	4. Once approved, the MIS personnel will inform the client regarding the posting. The former proceeds with the posting of information into the website and the social media account	none	30 minutes	MIS Staff
5. Evaluated the service	5. The MIS Staff requests the client to accomplish an evaluation form for the service rendered	none	15 minutes	Client
Total		None	1 hour and 30 minutes	



4. System Automation Requests

OFFICE OR DIVISION		Management Information System Office		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G-Government to Government		
WHO MAY AVAIL		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> System Automation Request (SAR) Form 		<ul style="list-style-type: none"> Management Information System Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures form from the MIS Office	1.1. Receives the client's concern.	None	15 minutes	MIS Director
2. Accomplishes System Automation Request form (SAR).	<p>1.2. Decides whether the problem needs an automation solution or not</p> <p>If the problem does not need automation, the Office suggests possible options</p> <p>If the problem needs automation, the Office requests the client to accomplish the System Automation Request Form</p>	None	15 minutes	MIS Director
	1.3. Assigns ICT personnel to conduct systems analysis	None	15 minutes	MIS Director
	1.4. Studies the current systems and procedures used by the client and proposes a solution and/ or recommendation for approval. The solution may be developed in-house, contracted, or acquired.	None	1 day	ICT Staff/ Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Reviews the Systems Analysis Report given by the ICT personnel	2.1. Submits the Systems Analysis Report to concerned parties, including the client, the MIS Director, the budget and accounting office, the office of the VP for Administration and Finance, and the Office of the President for review and approval	None	1 day	ICT Staff, End-user/ Client, Higher College Officials
	2.2. Returns the project to the MIS Unit for review and input of suggestions and corrections if the project is disapproved		2 days	MIS Unit
	2.3. Submits the project to the Bids and Awards Committee office if the project is approved for Acquisition or Contracting and processes the acquisition or contract of service for the project Proceeds with the development and implementation of the project if it is approved for in-house development	None	6 months – 1 year 6 months – 1 year	BAC Systems Analyst, UX Designer and Programmer
	2.4. Checks the project if it meets the requirement upon its completion and delivery Returns the project to the concerned parties if it does not meet the requirements	None	1 day	Inspection team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undertakes training on the use of the system	3. Initiates the launching of the project if it passed the inspection and met the client requirements; trains the end-users of the project	None	5 days	MIS Staff, End-User/ Client, Administrator
4. Assists the MIS Unit for the deployment of the project in their office.	4.1. Initiates the deployment of the project in the client's office after the launching	None	2 days	MIS Unit, Supplier, End-user/ Client, Administrator
	4.2. Provides regular monitoring of the project especially if a modification arises, either due to changes in the procedure of defects during live use.	None		MIS Unit, Administrator
TOTAL		None	6 months – 1 year, 12 days, 45 minutes	



EXTERNAL AND INTERNAL

1. Freedom of Information

The request for information service of the Management Information System Office is anchored to the Freedom of Information (FOI). This program is the government's response to the call for transparency and full public disclosure of information. FOI is a government system which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy the privacy and matters of national security by virtue of EO No. 2, series of 2016.

OFFICE OR DIVISION		Management Information System Office		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C-Government to Government		
WHO MAY AVAIL		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for Information (RFI) Form 1 		<ul style="list-style-type: none"> Management Information System Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the MIS Office	1. Consults the client/s for the requested information and gives IRF-1	none	2 min	Freedom of Information Officer (FRO)
2. Accomplishes Information Request Form 1 (IRF -1)	2. Checks the completeness of the request. Denies request if not valid and/or incomplete	none	15 min	FRO
Waits for the status of the request	Gives the IRF to the FOI Decision Makers (FDM) if the request is valid for evaluation of the request			FRO FDM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Informs the requesting party about the grounds for the denial of the request	None	1 day	FRO FDM
	Prepares the requested information if he request is approved		14 days	FRO
	Gives the requested information to the client			
3. Registers in the office logbook & accomplishes client feedback form	3. Assists the client in accomplishing the client feedback form	None	15 minutes	FRO
TOTAL		None	1 to 14 days and 32 minutes	


INTERNAL SERVICES
1. Request for Repair/Improvement of Offices, Rooms, Laboratories

Agency employees may avail of this request for their comfort and according to standards.

CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		Agency Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter to the Office of the Vice President for Administration and Finance (VPAF) for the proposed repair or improvement	1.1. The VPAF schedules a meeting with the Budget Office, Chief Administrative Officer and Engineering Services Office	None	3 Days	VPAF Budget Office Chief Admin. Officer Engineering Services Office
	1.2. The Engineering Services Office prepares documents for the project upon allocation of budget for the Project: <ul style="list-style-type: none"> • Plans • Program of Work • Detailed Unit Price Analysis • Perspective 	None	10 Days	-Engineering Services Office
2. End-user reviews the plans if all their needs are integrated	2.1. Concerned office integrates result of review, if any	None	2 days	<ul style="list-style-type: none"> • Engineering Services Offices • End-user and concerned Faculty and Staff
	2.2. Finalization of Plans	None	2 days	<ul style="list-style-type: none"> • Engineering Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Forwards complete document to the VPAF for Admin. & Finance for recommendation and for approval by the President if end-user accepts the proposed plan.	none	5 minutes	Engineering Services Office Staff
	2.4. Forwards to the DPWH 1 st Engineering District – Bontoc, Mountain Province the program of work for review upon approval by the College President	none	10 days	DPWH Engineers
	2.5. If there is no correction/revision of program of work, the documents will be forwarded to the BAC Office for public bidding.	none	5mins	Engineering Services Office Staff
	<i>* If there are corrections/ revisions of program of work, the engineering services office will integrate corrections and repeat step 2.4.</i>	none	2 days	Engineering Services Office
TOTAL		None	29 Days & 10 mins	



2. Request for electronic copy or hard copy of existing floor plans and other documents

This request may only be fulfilled for accreditation purposes and for other inter-agency purposes.

CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		Accreditation Task Force		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a list of requested documents	1. Accepts the list, prepares the documents listed, and provides a hard copy or electronic copy, whichever the requesting party prefers	none	1 day	Engineering Services Office Staff
TOTAL		None	1 day	



EXTERNAL SERVICES

1. Request for Advance Payment

The procuring entity shall, upon a written request from the contractor, make an advance payment to the contractor in an amount not exceeding 15% of the total contract price.

CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		Contractor of the Project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for Advance Payment with an attached Surety Bond	1.1. Acknowledge receipt of the letter and Surety Bond before forwarding it to the Office of the President	none	5 Minutes	Engineering Services Office Staff
	1.2. Office of the President issues a recommendation on the request to the Engineering Services Office. If the requirements are valid and complete, the request is forwarded to the Accounting Services Office.	none	2 Days	College President College Engineer Director for Accounting Services
	1.3. Accounting Services Office will notify the Contractor if payment is ready to be released.	none	2 Days	Accounting Services Office
TOTAL		None	4 Days & 5 Minutes	



2. Request for Progress / Final Inspection

Request for Payment of Progress/Final Billing

Once a month, the contractor may submit a statement of work accomplished (SWA) or progress billing and corresponding request for progress payment for work accomplished. The SWA should show the amount which the contractor considers.

CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		Contractor of the Project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter for progress/final inspection on the project 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for progress/final inspection on the project	1.1. Acknowledges receipt of the letter before forwarding it to the Office of the President.	None	5 Minutes	<ul style="list-style-type: none"> Engineering Services Office Staff
	1.2. Contractor is notified as soon as the College President approves the request. The College Engineer sets the schedule of inspection with the Inspection Team.	None	3 Days	<ul style="list-style-type: none"> College President College Engineer
2. After the inspection, the Contractor is required to submit the following documents: <ul style="list-style-type: none"> Certificate of Payment Affidavit on Payment of Laborers and Materials Statement of Work Accomplished 	2. After the inspection, results are documented as: <ul style="list-style-type: none"> Statement of Work Accomplished by the agency's authorized Engineer Inspection Report by the authorized Engineer and the Inspection Team Result of Test Analysis, if applicable Statement of Time Elapsed Project Evaluation and Accomplishment Report by the 	None	2 Days	<ul style="list-style-type: none"> Authorized Engineers of the College Inspection Team

COLLEGE ENGINEER'S OFFICE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Authorized Engineer <ul style="list-style-type: none"> • Pictures before, during, and after construction • Certificate of Completion 			
3. Submit a request letter for the payment of progress/final billing on the ongoing/completed project	3.1. Acknowledges receipt of the letter and attach all documents mentioned in Client's Steps #2 and Agency Action #3 to be forwarded to the Vice President for Administration and Finance to recommend approval then to the College President for approval.	None	2 Days	<ul style="list-style-type: none"> • Authorized Engineers of the College • Vice President for Administration and Finance • College President
*Additional requirements for final payment request: -Warranty Security -Clearance on Payment of Sand and Gravel	*Additional requirements for final payment request: -As-Built Plans			
	3.2. Office of the President issues a recommendation on the request to the Engineering Services Office. If all requirements are valid and complete, documents are forwarded to the Accounting Services Office for the billing process.	None	1 Day	<ul style="list-style-type: none"> • Office of the President • Engineering Services Office • Accounting Services Office
	3.3. Accounting Services Office will notify the Contractor if payment is ready to be released.	None	2 Days	<ul style="list-style-type: none"> • Accounting Services Office
TOTAL		None	10 Days & 5 Minutes	



3. Request for Variation Order/Change Order/ Extra Work Order

This may be issued to cover any increase/decrease in quantities, including new work items provided that the cumulative amount does not exceed 10% of the original contract price.

CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		Contractor of the Project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits a request letter for Variation Order/ Change Order/ Extra Work Order to the Engineering Services Office	1. 1. Authorized Engineers of the College inspects the ongoing project to justify the need for such variation/change order or extra work	None	3 Days	Authorized Engineers of the College
	1.2. After the inspection, results are documented and are forwarded to the VPAF to recommend approval then to the College President for approval. These documents are: -Change Order/Variation Order/ Extra Work Order -Plans showing the affected portion of the variation from the original plan -Itemized cost of Revision -Revised PERT-CPM -Detailed breakdown of contract cost for the variation order	None	5 Days	Authorized Engineers of the College Vice President for Administration and Finance College President
	1.3. Office of the President sends back the approved documents to the Engineering Services Office. Approved Change Order/Variation Order/ Extra Work Order is forwarded to the Budget Office for obligation. The Contractor is notified of the approval.	None	3 Days	Authorized Engineers of the College Budget Officer
TOTAL		None	11 Days	



4. Request for the Release of Retention Money

The total retention money shall be due for release upon final acceptance of the works.

CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2B – Government to Business Entity		
WHO MAY AVAIL		Contractor of the Project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Submit a request letter for the release of retention money Surety Bond 				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the release of retention money with an attached Surety Bond	1.1. Acknowledges receipt of the letter and Surety Bond then forwards it to the Office of the President.	None	5 minutes	Engineering Services Office Staff
	1.2. Office of the College President notifies the Engineering Services Office of the recommendation on the said request. College Engineer schedules an inspection on the project with the Inspection Team.	None	5 Days	College President Authorized Engineers of the College
	1.3. End-user issues a Certification that the project is completed and inspected, signed by the Inspection Team and End-user	None	1 Day	End-user Inspection Team
	1.4. Submits Surety Bond and Certification, which are the requirements for the release of retention money, to the Accounting Services Office.	None	5 minutes	Engineering Services Office Staff
	1.5. Accounting Services Office processes the payment and notifies the Contractor if the retention money is ready to be released.	None	3 days	Director for Accounting Services
TOTAL		None	9 Days & 10 Minutes	



5. Request for Certificate of No-Slippage

This document is a requirement in the billing documents of Contractors.

CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to Business Entity		
WHO MAY AVAIL		Contractor of the project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request of No Slippage 				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the Engineering Services Office	1. The Engineering Office prepares statement of work accomplished	None	1 Hour	Engineering Services Office
	TOTAL	None	1 Hour	



INTERNAL SERVICES

1. Request for Capacity Building/Seminar/Workshop

The GAD Office holds Gender Sensitivity and other GAD-related Capacity Building/ seminars/workshops for all College students, employees, and other stakeholders, to promote understanding and open-mindedness among the participants and for them to examine their personal attitudes and beliefs, and instill empathy into the views about themselves and the other sex.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C- Government to Citizens		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter from the Departments/ Organizations 		<ul style="list-style-type: none"> Respective Departments/Organizations 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request for Capacity Building	1.1. Receives request letter from the requesting Department/ Organization	none	1 day	GAD Focal Person
	1.2. Identifies if the request focuses on gender and development concerns	none	1 day	GAD Focal Person
	1.3. Prepares and processes activity design for the seminar/workshop for the approval of the College President	none	1-3 days	GAD Focal Person
	1.4. Requests budget for the seminar/workshop for the approval of the College President	none	N/A	1-3 days
	1.5. Requests materials needed for the seminar/workshop	none	1 day	GAD Focal Person
	1.6. Prepares request letter for the Resource Speaker (If applicable)	none	1 day	GAD Focal Person
	1.7. Processes voucher for the honorarium of the speaker (OBR and DV) (If applicable)	none	1-3 days	GAD Focal Person
	1.8. Facilitates the seminar/workshop	none	Depends on the requested no. of days	GAD Focal Person
	1.9. Prepares and submits terminal report	none	1-3 days	GAD Focal Person
Total		None	Dependent on the Request	



2. Request for Gender-Responsive Extension Program Services/Activities

MPSPC provides Expertise Service through GAD-related programs/services/activities to functional linkages (Government or Non-Government Organizations).

2.1. Short-term Gender-Responsive Extension Program Services/Activities

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C- Government to Citizens		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request letter from the Organizations/ Stakeholders		Respective Organizations/Stakeholders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request addressed to the College President	1.1. Receives the request	none	1 day	OP Staff
	1.2. The College President reviews and assesses the request and forward it to the GAD Office	none	1 day	OP Staff, GAD Focal Person
	1.3. The GAD Office informs the clients and concerned individuals on the action taken regarding the request as well as the details	none	1 day	GAD Focal Person
	1.4. Prepares activity design for the extension program /activity for the approval of the College President	none	1-3 days	GAD Focal Person
	1.5. Requests budget for the extension program/ activity for the approval of the College President	none	1-3 days	GAD Focal Person
	1.6. Prepares all needed materials for the extension program/ activity	none	1 day	GAD Focal Person
	1.7. Facilitates the extension program / activity	none	Depends on the requested number of days	GAD Focal Person
	1.8. Prepares and submits terminal report	none	1-3 days	GAD Focal Person
Total		None	Dependent on the Request	


2.2. Long-term Gender-Responsive Extension Program Services/Activities

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C- Government to Citizens		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter from the Organizations/ Stakeholders 		<ul style="list-style-type: none"> Respective Organizations/Stakeholders 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request addressed to the College President	1.1. Receives the request	none	1 day	OP Staff
	1.2. The College President reviews and assesses the request and forwards it to the GAD Office	none	1 day	OP Staff
	1.3. Informs the clients and concerned individuals on the action taken regarding the request as well as the details	none	1 day	GAD Focal Person
	1.4. Conducts meetings with the target community with other stakeholders of the program	none	1-3 days	GAD Focal Person
	1.5. Prepares the preliminary activities such as rapid appraisal and needs assessment activities	none	1-3 days	GAD Focal Person
	1.6. Prepares and requests the Memorandum of Agreement for the extension program/project (if applicable)	none	1-3 days	GAD Focal Person
	1.7. Accomplishes Extension Forms, Workplan, and other required documents	none	1-3 days	Project Leaders
	1.8. Prepares all required documents for the implementation of the work plan upon the approval of the program	none	1-3 days	GAD Focal Person
	1.9. Prepares and submits terminal report	none	1-3 days	GAD Focal Person
Total		None	Dependent on the Request	



3. GAD Funding and Program/ Project Implementation

Units/Departments/Stakeholders may coordinate with MPSPC GAD for possible funding if the project/program is GAD related.

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C- Government to Citizens		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter and Project Proposal from the Departments/Organizations/ Stakeholders 		<ul style="list-style-type: none"> Respective Departments/Organizations/ Stakeholders 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and project proposal addressed to the College President	1.1. Receives the request and project proposal for proper action of the College President	N/A	1 day	OP Staff
	1.2. The College President reviews and assesses the request and forwards it to the GAD Office	N/A	1 day	OP Staff
	1.3. Prepares the required documents	N/A	1-3 days	GAD Focal Person
	1.4. Facilitates the program/project	N/A	Depends on the requested number of days	GAD Focal Person
	1.5. Prepares terminal report and other post-activity requirements for the program/project	N/A	1-3 days	GAD Focal Person
	Total	None	Dependent on the Request	



ADMINISTRATION AND FINANCE DIVISION



1. Issuance of Certificate of Enrollment and Billing (CEB)

This service is applicable to all students or authorized representatives. CEB is a form which shows the enrolled subjects and the total assessed fees.

OFFICE OR DIVISION		Accounting Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C– Government to Citizen		
WHO MAY AVAIL		All students or authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
<ul style="list-style-type: none"> Student's School ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays at the Cashier's Office		P 25.00	1 minute	
2. Proceeds to the Admission's Office and presents proof of payment		None	2 minute	
3. Obtains CEB duly signed by the Registrar		None	2 minute	
4. Proceeds to the Accounting Services Office and presents the CEB for the countersignature of the Accountant	4.1. Receives the CEB and check the documents	None	3 minutes	Accounting Office Staff
	4.2. Counter-signs the CEB	None	1 minute	Director for Accounting Services
	4.3. Records the transaction and releases the CEB	None	1 minute	Accounting Office Staff
5. Receives the CEB after signing in the logbook		None	1 minute	
Total Processing Time		₱25.00	11 minutes	



2. Issuance of Statement of Account (SOA)

This service is applicable to all students requesting SOA. SOA is a form which shows total school fees, total payments, and account balances.

OFFICE OR DIVISION		Accounting Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government to Citizen		
WHO MAY AVAIL:		All students		
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
<ul style="list-style-type: none"> Student's School ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays at the Cashier's Office		P 25.00		
2. Proceeds to the Accounting Services Office and presents proof of payment	2. Receives the document and check the amount of payment	None	2 minutes	Accounting Office Staff
3. Seeks for the issuance of SOA	3.1. Prints the SOA			
	3.2. Signs the SOA	None	1 minute	Director for Accounting Services
	3.3. Records the transaction and release the SOA	None	2 minutes	Accounting Office Staff
4. Receive the SOA after signing in the logbook		None	1 minute	
TOTAL		₱25.00	6 minutes	



3. Clearance for the release of Official Transcript of Record (OTR)

This service is applicable to all alumni and students seeking clearance from outstanding balances for the release of OTR.

OFFICE OR DIVISION		Accounting Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL		All alumni and students or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
<ul style="list-style-type: none"> Student's School ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Admission's Office and applies for a copy of the OTR		None	2 minutes	
2. Obtains and accomplishes the Clearance Form		None	2 minutes	
3. Seeks clearance of the required offices		None	2 minutes	
4. Proceeds to the Accounting Services Office for the signing of clearance <i>If the applicant has outstanding balance, he/she will be required to settle his/her account and if no outstanding balance, the clearance is signed</i>	Receives the clearance and checks for outstanding balances	None	2 minutes	Accounting Office Staff
	Signs the clearance	None	1 minute	Director for Accounting Services
	Releases the clearance	None	1 minute	Accounting Office Staff
5. Receives the signed clearance after signing in the logbook		None	1 minutes	
TOTAL		None	11 minutes	



4. Provide information as to status of claims and payments

This service is applicable to all claimants who are interested to know the status of their claims

OFFICE OR DIVISION		Accounting Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B-Government to Business G2G- Government to Government		
WHO MAY AVAIL		All claimants		
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
<ul style="list-style-type: none"> ID 		<ul style="list-style-type: none"> Employee's ID/ Student's School ID 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks permission from the counter and state the nature of concern	1. Checks and verifies the status of claim/s	none	5 minutes	Accounting personnel
TOTAL		None	5 minutes	



5. Disbursement

This refers to the lawful allotment and release of public funds approved by the Head of Office or authorized representative with sufficient and relevant documents to establish validity of claims.

OFFICE/DIVISION	Finance
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2C - Government to Citizen; G2B - Government to Business; and, G2G - Government to Government
WHO MAY AVAIL	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First Salary	
1 Certified true copy of duly approved appointment	HRMO
2 Assignment Order, if applicable	Office of the President
3 Certified True Copy of Oath of Office	HRMO
4 Certificate of Assumption	HRMO
5 Statement of Assets, Liabilities, and Net Worth	Claimant
6 Approved DTR	Claimant
7 BIR withholding certificates (Additional Requirements for transferees from one government office to another)	Accounting Services
8 Clearance from money, property and legal accountabilities from the previous office	Previous office/agency
9 Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	Previous office/agency
10 BIR Form 2316	Previous office/agency
11 Certificate of Available Leave Credits	Previous office/agency
12 Service Record	Previous office/agency
Maternity Leave Pay	
1 Certified true copy of approved application for leave	HRMO
2 Certified true copy of maternity leave clearance	HRMO
3 Medical Certificate for maternity leave	Claimant



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Maternity Leave Pay		
1	Certified true copy of approved application for leave	HRMO
2	Certified true copy of maternity leave clearance	HRMO
3	Medical Certificate for maternity leave	Claimant
Salary Differential due to promotion and/or Step Increment		
1	Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase	HRMO
2	Certificate of Assumption	HRMO
3	Approved DTR or certification that the employee has not incurred leave without pay	HRMO
Last Salary		
1	Clearance from money, property, and legal accountabilities	Claimant
2	Approved DTR	Claimant
Representation and Travel Allowance (RATA)		
For Individual Claims		
1	Copy of Office Order/Appointment (1st payment)	HRMO
2	Certificate of Assumption (1st payment)	HRMO
3	Certification that the official/employee did not use government vehicle and is not assigned any government vehicle	Claimant
4	Certificate or evidence of service rendered or approved DTR	Claimant
Clothing/Uniform Allowance		
For individual claims:		
1	Certified true copy of approved appointment of new employees	HRMO
2	Certificate of Assumption of new employees	HRMO
3	Certificate of non-payment from previous agency, for transferees	Previous office/agency
For general claims:		
1	Clothing/uniform allowance payroll	HRMO
2	Payroll register (hard and soft copy)	HRMO
3	Letter to the Bank to credit employees' account of their salaries or other claims	Accounting Services



CHECKLIST OF REQUIREMENTS

CHECKLIST OF REQUIREMENTS

Productivity Enhancement Incentive

For individual claims:

- | | | |
|---|--|--------------|
| 1 | Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory | HRMO |
| 2 | Certification from the Legal Office that the employee has no administrative charge | Legal Office |

For general claims:

- | | | |
|---|--|---------------------|
| 1 | PIB Payroll | HRMO |
| 2 | List of personnel who were suspended as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand) | HRMO |
| 3 | List of personnel dismissed within the year | HRMO |
| 4 | List of personnel on Absent Without Official Leave (AWOL) | HRMO |
| 5 | Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory | HRMO |
| 6 | Payroll Register (hard and soft copy) | HRMO |
| 7 | Letter to the bank to credit employees' account of their PIB claims | Accounting Services |

Hazard Duty Pay

- | | | |
|---|---|-------------------------|
| 1 | Certification by the Secretary of DOST/DOH/ DND/Director of PHIVOLCS that the place of assignment/travel is a strife-torn/embattled/ disease-infested/distresses or isolated areas, or areas declared under state of calamity or emergency, or with volcanic activity and/or eruption | Certifying Body |
| 2 | Duly Accomplished time record of employees or travel report | Claimant |
| 3 | Copy of Special Order from the agency/ department head covering the assignment to hazardous/difficult areas | Office of the President |
| 4 | Approved DTR/Service Report | HRMO |



CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
Overtime Pay	
1 Overtime authority stating the necessity and urgency of the work to be done, and the duration of the overtime work	Head of requesting unit
2 Overtime work program	Head of requesting unit
3 Quantified overtime accomplishment duly signed by the employee and supervisor	Claimant
4 Certificate of service or duly approved DTR	Claimant
Year-end Bonus and Cash Gift	
For individual claims:	
1 Clearance from money, property, and legal accountabilities	Claimant
2 Certification from head of office that the employee is qualified to receive the YEB and CG benefits	Head of office
For general claims:	
1 YEB and CG Payroll	HRMO
2 Payroll Register (hard and soft copy)	HRMO
3 Letter to the Bank to credit employees account of their YEB and CG claims	Accounting Services
Retirement Benefits	
1 Updated service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office (HRO) that the retiree did not incur any leave of absence without pay	HRMO
2 Retirement application	HRMO
3 Office clearance from money/property accountability and administrative/criminal liability	Claimant
4 Statement of Assets and Liabilities	Claimant
5 Retirement Gratuity Computation	HRMO
6 Affidavit of Undertaking for authority to deduct accountabilities	Claimant
7 Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	Claimant
Payroll Fund for Salaries, Wages, Allowances, Honoraria, and other Similar Expenses	
1 Approved contracts (for initial payments)	HRMO
2 Approved payroll	HRMO
3 Approval/authority or legal basis to pay any allowance/salaries/wages/fringe benefits	HRMO
4 DTR approved by the supervisor	Claimant



CHECKLIST OF REQUIREMENTS

CHECKLIST OF REQUIREMENTS

Terminal Leave Benefits

- | | |
|---|----------|
| 1. Clearance from money, property, and legal accountability from the Central Office and from the Regional Office of last assignment | Claimant |
| 2. Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Office (HRMO) | HRMO |
| 3. Approved leave application | HRMO |
| 4. Complete service record | HRMO |

SALN

- | | |
|---|----------|
| | Claimant |
| 1. Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last assignment is not the highest | HRMO |
| 2. Computation of terminal leave benefits duly signed/certified by the accountant | HRMO |
| 3. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU | Claimant |
| 4. Affidavit of applicant that there is no pending criminal investigation or prosecution against him | Claimant |
| 5. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency | Claimant |

Monetization of Leave Credits

- | | |
|---|----------|
| 1. Approved leave application (10 days) with leave credit balance certified by the Human Resource Office | HRMO |
| 2. Request for leave covering more than ten days duly approved by the Head of the Agency
(For monetization of 50% or more) | Claimant |
| 3. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs | Claimant |
| 4. Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. | Claimant |



CHECKLIST OF REQUIREMENTS

CHECKLIST OF REQUIREMENTS

Loyalty Cash Award/Incentive

For individual claims:

- | | |
|---|------------------------|
| 1. Service Record | HRMO |
| 2. Certificate of non-payment from previous office (for transferee) | Previous office/agency |
| 3. Certification from the HRO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be | HRMO |
| 4. For general claims: | |
| 5. Loyalty Cash Award/Incentive Payroll | HRMO |
| 6. Payroll Register (hard and soft copy) | HRMO |
| 7. Letter to the Bank to credit employees' account of their salaries or other claims | Accounting Services |

Honoraria for Personnel Involved in Government Procurement

- | | |
|---|-------------------------|
| 1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria | Office of the President |
| 2. Minutes of BAC meeting | BAC Secretariat |
| 3. Notice of Award to the winning bidder of procurement activity being claimed | BAC Secretariat |
| 4. Certification that the procurement involves competitive bidding | BAC Secretariat |
| 5. Attendance sheet listing names of attendees to the BAC meeting | BAC Secretariat |

Honoraria for Lecturers and/or Resource Persons

- | | |
|--|-------------------------|
| 1. Office Order | Office of the President |
| 2. Coordinator's report on lecturer's schedule | Requesting office/unit |
| 3. Course Syllabus/Program of Lectures | Resource Person |
| 4. Duly Approved DTR in case of claims by the coordinator and facilitators | Claimant |

Honoraria on Teaching Overload

- | | |
|---|---------------|
| 1. Certification from the Registrar/Dean of College that the load is in excess of the regular or outside the regular office hours | Dean's Office |
| 2. Schedule of classes indicating the designated teaching personnel | Dean's Office |
| 3. Certificate of actual conduct of classes and/or Accomplishment Report | Claimant |
| 4. Approved DTR/Service Report | Claimant |



CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Travelling Allowances

For local travel:

- | | | |
|---|---|-------------------------|
| 1 | Approved Office Order/Travel Order | Office of the President |
| 2 | Duly approved itinerary of travel | Office of the President |
| 3 | Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books | Accounting Services |

For foreign travel:

- | | | |
|----|---|-------------------------|
| 1 | Office Order/Travel Order as approved by the Chairman of Commission on Higher Education (CHED) | Office of the President |
| 2 | Duly approved itinerary of travel | Office of the President |
| 3 | Letter of invitation of host/sponsoring country/ agency/organization | Sponsoring agency |
| 4 | For plane fare, quotations of three travel agencies or its equivalent | Claimant |
| 5 | Flight itinerary issued by the airline/ticketing office/travel agency | Claimant |
| 6 | Copy of the UNDP rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed | Claimant |
| 7 | Document to show the dollar peso exchange rate at the date of grant of cash advance | Claimant |
| 8 | Where applicable, authority from the OP to claim representation expenses | Office of the President |
| 9 | Invitation (issued by the foreign country) addressed to the agency inviting participants (in case of seminars/trainings) | Office of the President |
| 10 | Acceptance (issued by the foreign country) of the nominees as participants (in case of seminars/trainings) | Office of the President |
| 11 | Programme agenda and logistics information (in case of seminars/trainings) | Claimant |
| 12 | Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books | Accounting Services |

ACCOUNTING OFFICE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to the Accounting Services	1.1. Receives requirements from claimant	None	3 minutes	Accounting Services Staff
	1.2. Checks if all the required documents are attached	None	5 minutes	Accounting Services Staff
	1.3. Forwards the source documents to the Budget Office for preparation of ORS/BURS (if attachments are complete)	None	2 minutes	Accounting Services Staff
	1.4. Returns documents to claimant for attachment of lacking requirements and forwards to the Budget Office once complete	None	1 day	Accounting Services Staff
	1.5. Prepares ORS/BURS	None	5 minutes	Budget and Fiscal Planning Staff
	1.6. Forwards ORS/BURS to respective signatories: Box A - Head of concerned unit Box B - Director for Budget and Fiscal Planning	None	4 hours	Budget and Fiscal Planning Staff
	1.7. Receives the approved ORS/BURS, checks Index of Payment, prepares disbursement voucher and forwards it to the accountant for review	None	5 minutes	Accounting Services Staff
	1.8. Reviews and signs the DV.	None	3 minutes	Director for Accounting Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. Forwards DV to respective signatories: Box A - Head of concerned unit Box C - Director for Accounting Services Box D - College President	None	4 hours	Accounting Services Staff
	1.10. Assigns DV number and records the transaction in the logbook.	None	5 minutes	Accounting Services Staff
	1.11. Prepares LDDAP-ADA (only if the claim is charged against Regular Agency Fund) and forwards it to the accountant for signing.	None	5 minutes	Accounting Services Staff, FAO
	1.12. Forwards approved DV with complete attachments to the Cashiering Services.	None	2 minutes	Accounting Services Staff, FAO
	1.13. Inputs details of claims in the WinACICdes data entry system and print 6 copies of ACIC (if claim is against Regular Agency Fund) or prepares check in 3 copies (if claim is against Internally Generated Fund)	None	5 minutes	Cashiering Services Staff, FAO
	1.14. Forwards LDDAD-ADA and ACIC to Government Servicing Bank (for claims against Regular Agency Fund)	None	10 minutes	Cashiering Services Staff, FAO
	1.15. Credits claims on claimant's bank account	None	1 day	Government Servicing Bank Account Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16. Releases the original check (for individual claims)	None	2 minutes	Cashiering Services Staff, FAO
	1.17. Encashes the check (for general claims)	None	30 minutes	Disbursing Officer
	1.18. Prepares pay envelopes and disburses claims based on the General Payroll	None	1 day	Cashiering Services Staff, FAO
	1.19. Records paid vouchers and forwards the same to the Accounting Services	None	5 minutes	Cashiering Services Staff, FAO
TOTAL		None	3 days, 9 hours, & 30 minutes	



1. Collection of Tuition and Other Fees

Collection of tuition and other fees should always be acknowledged through official receipts. Official receipt is an accountable form held in trust by the collecting officer to be issued upon receipt of payment.

OFFICE		Cashiering Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students, Suppliers, and Other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Student's School ID/ Clearance Form/ Activity Permit 		<ul style="list-style-type: none"> To be secured from the issuing office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents student's school ID/ Permit/ Clearance	1. Receives payment	Required fees	1-5 minutes	Collecting Officer/ Staff
2. Pays required fees	2. Issues official receipts			
TOTAL		Required fees	1-5 Minutes	



2. Cash Disbursement of Claims

Cash disbursement is through payment of claims made out of the cash advances granted to duly authorized disbursing officer.

OFFICE		Cashiering Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students, Regular and Contractual Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Employee's ID/ Student's School ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Employee ID/ Student's ID	1. Verifies signature in the payroll	None	1-5 minutes	Disbursing Officer/ Staff
2. Submits photocopy of Student's ID				
3. Signs disbursement payroll	3. Gives the pay envelope			
*In case of a representative, the client presents authorization letter, signed photocopy of claimant's ID and valid ID of the representative.				
TOTAL		None	1-5 minutes	



3. Issuance of Examination Permit

Student permits are issued to students indicating the subjects enrolled to be signed by their instructors before they take their examinations.

OFFICE		Cashiering Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> Student's ID/ Clearance Form 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents school ID/ clearance form for final grading period	1. Verifies the completeness of signatories in the clearance form	None	1-5 minutes	Collecting Officer/ Staff
2. Pays required fees for Prelims, Midterms & outstanding balance for finals	2. Issues examination permit	None		
TOTAL		None	1-5 Minutes	



4. Check Disbursement of Claims

Check disbursement refers to the payment of obligations made thru duly signed checks payable to the claimant.

OFFICE	Cashiering Services Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	Students , Employees, Suppliers, Contractors, Other Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

- Student's School ID, Valid ID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid identification and submits photocopy of school ID (for students).	1. Verifies completeness of client's signature in the received portion of the disbursement voucher	None	1-5 Minutes	Disbursing Officer/ Staff
2. Issues official receipts for payment of equipment, supplies & materials, meals & snacks, constructed buildings.	2. Verifies the correctness of input in the issued official receipt/s	None		
3. Signs the disbursement voucher	3. Releases check/s	None		
TOTAL		None	1-5 Minutes	



5. Disbursement of Petty Cash Fund

Petty cash fund is an amount granted to duly assigned Petty Cash Fund Custodian for payment of authorized petty or miscellaneous expenses which cannot be conveniently paid through checks/LDDAP-ADA. It shall not be used for payment of regular expenses, such as rentals, subscriptions, light and water bills and the like.

OFFICE		Cashiering Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Regular & Contractual Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Petty Cash Voucher, Official Receipts, Requisition & Issue Slip, Inventory Custodian Slip, Certificate of Non-availability of Stocks, Inspection & Acceptance Report, Waste Material Report for Vehicle Spare Parts		To be secured from the issuing office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Verifies completeness of the required documents Pays the amount due based on the petty cash voucher	None	1-5 Minutes	Disbursing Officer/ Staff
TOTAL		None	1-5 Minutes	



INTERNAL SERVICES

1. Processing and preparation of Appointment

This covers the submission of requested documents.

OFFICE OR DIVISION		Human Resource Management Office		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		Hired Applicants		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Appointment with complete supporting documents 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Notifies the recommended appointee to comply the needed documentary requirements for appointment	none	5 minutes	HR Personnel
2. Submits the documents needed	2. Examines the authenticity of the documents needed whether it is complete or not	none	15 minutes	HR Personnel
	2.1. Prepares appointment papers	none	5 days	HR Personnel
3. Oath of Office of the Employee	3.1. Submits appointment to the Office of the President for signing and oath taking	None	1-3 days	HR Personnel
	3.2. Receives signed appointment papers from the Office of the President and transmits to the Board Secretary for confirmation of appointment by the BOT	None	10 minutes	HR Personnel
	3.3. Submits appointment paper to the Civil Service Commission for attestation	None	10 minutes	HR Personnel
	3.4. Approves appointments attested by the Civil Service Commission	None	10 days	CSC Field Officer
	3.5. Receives the Approved appointment from the Civil Service Commission Field Office	None	10 minute	HR Personnel
4. Employee receives original appointment paper	4.1. Notifies the employee to receive the original copy of Approved Appointment	None	5 minutes	HR Personnel
TOTAL		None	18 days and 1hour	



2. Recruitment and Hiring of Faculty

To establish and maintain standard and systematic procedures in the conduct of recruitment selection and promotion activities.

OFFICE OR DIVISION		Human Resource Management Office		
CLASSIFICATION		G2C- Government to Citizen		
TYPE OF TRANSACTION		Complex		
WHO MAY AVAIL		Applicants		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
•Application letter with complete supporting documents				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requests for new faculty by the Department Chairperson	1.1. Accepts the official request for new faculty	none	10 minutes	Chairpersons of different Departments
	1.2. Transmits request of the Department Chairperson to	none	5 minutes	Executive Dean
2. Submits application letter with the accompanying documents addressed to the College President	2.1. Checks the authenticity of documents submitted	None	3 days	Human Resource Management Officer
	2.2. Sorts the application letter for preliminary evaluation	None	3 hours	HR Personnel
	2.3. Notifies the top 5 ranking applicants for an interview and demo teaching	None	30 minute	HR Personnel



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Participates in the Interview and undertakes demo teaching	3.1. Interviews the top 5 ranking applicants and evaluates the demo- teaching		1 day	Human Resource Merit Promotion and Selection Board -Faculty
	3.2. Assesses the applicants	None	1 day	HRMPSB-Faculty
	3.3. Consolidates the results	None	1 hour	HR Personnel
	3.4. Signs the Consolidated Comparative Assessment form.	None	Subject to the availability of concerned signatory 1-3 days	HRMPSB-Faculty members
	3.5. Transmits Assessment Result to the College President	None	10 minutes	HRMPSB Secretary
	3.6. Assesses the merits of FSB's evaluation report and selects from among the top 5 ranking candidate	None	30 minutes	College President
	3.7. Posts the Comparative Assessment Result	None	10 minutes	HR Personnel
	TOTAL	None	2 days 5 hours and 40 minutes	



3. Recruitment and Hiring of Non-Teaching Personnel

To establish and maintain standard and systematic procedures in the conduct of recruitment selection and promotion activities.

OFFICE OR DIVISION		Human Resource Management Office		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		Applicants		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Application letter with complete supporting documents 				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Requests for new staff	none	10 minutes	Department/ Unit Head
	2. Publishes or posts the need for new personnel	none	10 days	HR Personnel
3. Submits Application letter with the accompanying documents addressed to the Office of the President/ Human Resource Management Officer	3.1. Receives the application and examines the authenticity of documents submitted	none	3 days	HR Personnel
	3.2. Evaluates documents submitted by applicants	None	1 day	HR Personnel
	3.3. Notifies all applicants for screening of Human Resource Merit Promotion and Selection Board	None	30 minute	HR Personnel
	3.4. Assesses qualified applicants to determine the most qualified as per standards	None	1 day	Human Resource Merit Promotion and Selection Board



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Consolidates the assessment results	None	3 hours	HR Personnel
	3.6. Signs the Consolidated Assessment Result form	None	Subject to the availability of concerned signatory 1-3 days	HRMPSB members
	3.7. Transmits assessment result to the College President	None	10 minutes	HRMPSB Secretary
	3.8. Assesses the evaluation report and select from among the top 5 ranking candidate	None	30 minutes	College President
	3.9. Receives the result of selection by the College President and notifies the qualified applicant(s) for completion of pertinent documents	None	1 day	HR Personnel
	3.10. Posts the Comparative Assessment Result	Non	10 minutes	HR Personnel
	TOTAL	None	19 days 4 hours and 20 minutes	



4. Issuance of Service Records, Certificate of Employment, Certificate of Earned Leaves

This is to provide guidelines in processing request for Certificate of Employment/Service Record of employees. This includes request from former employees of the College.

OFFICE		Human Resource Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Slip 		<ul style="list-style-type: none"> HRM Office 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes request slip	1.1. Receives request slip and determines whether the purpose is official or personal	none	1-2 minutes	HRD Personnel
	1.2. Checks records of concerned employee and prepares the document	none	10 minutes	HRD Personnel
	1.3. Reviews the document	none	5 minutes	HRMO
	1.4. Signs the documents	none	1-2 minutes	HRMO
2. Signs in the logbook and receives the Service Record / Certificate	2. Records and releases the document requested	none	1-2 minutes	HRD Personnel
TOTAL		None	21 minutes	



5. Leave Processing

This is to provide guidelines in the processing of all types of Leave application of personnel in the College.

OFFICE OR DIVISION		Human Resource Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Citizen		
WHO MAY AVAIL		MPSC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Leave Application Form 		<ul style="list-style-type: none"> HRM Office 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Leave Form	1.1. Receives leave application form and determines the kind of leave applied for and the duration of leave.	None	1-2 Minutes	HRD Personnel
	1.2. Checks the availability of leave credits and fills in the portion for details of leave credits and signs the form	None	3- 5 Minutes	HRD Personnel HRMO
	1.3. Logs in and forwards the form to the office of the applicant's immediate supervisor for signature	None	Subject to the availability of concerned signatory 1-3 days	HRMO/HRD Staff, Vice Presidents, Deans and Unit Heads
	1.4. Logs in and forwards the document to the Office of the President for approval/ disapproval	None	Subject to the availability of concerned signatory 1-2 days	College President
2. Receive approved/ disapproved leave application	2.1. Receives and releases approved/disapproved leave application form	None	1-3 Minutes	HRD Personnel
	2.2. Notifies concerned employee for disapproved leaves	None	1-3 Minutes	HRD Personnel
TOTAL		None	5 days 13 Minutes	



6. Monetization of Leave

To provide guidelines in the processing of Monetization of leave credits of employees in the College. This applies to all employees with accumulated service credits.

OFFICE OR DIVISION		Human Resource Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Citizen		
WHO MAY AVAIL		MPSC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter request for Monetization and Leave Application [Form 6]				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter for monetization and duly accomplished Application for Leave	1.1. HRMO staff records, checks and verifies available leave balances. HRMO Head certifies and signs Form 6 of the needed number of days to be monetized.	none	1-5 Minutes	HRD Personnel, HRMO
	1.2. Logs in and forwards form to the office of the applicant's immediate supervisor for signature	none	Subject to the availability of concerned signatory 1-3 days	HRMO/HRD Staff, Vice Presidents, Deans and Unit Heads
	1.3. Logs in and forwards the form to the Office of the President for approval/disapproval	None	Subject to the availability of concerned signatory 1-2 days	College President
	1.4. Receives approved/disapproved Form 6 and informs the concerned personnel.	None	1-3 Minutes	HRD Personnel
TOTAL		None	5 day 8 Minutes	



7. Terminal Leave Processing

This is to provide guidelines in the processing of Terminal Leave Benefits of retirees and separated employees of the College. This covers employees with accumulated service credits.

OFFICE OR DIVISION		Human Resource Management Office		
CLASSIFICATION		Highly Technical Transaction		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of intent to retire, Clearances and other documents				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned employee submits letter of intent to retire/resignation letter	1.1. Receives letter and determines effectivity of retirement / resignation	None	1-5 Minutes	HRD Personnel
	1.2. Logs in and forwards the letter to the Office of the President	None	Subject to the availability of concerned signatory 1-3 days	College President
2. Receives approval of the College President regarding retire-ment/resignation	2. Received approved letter request and prepares required documents	None	Subject to the availability of concerned sig-natory 2 days	HRD Personnel College President
3. Submits duly approved CSC Clearance Form	3. Receives clearance form of the employee concern	None	5 days	Employee Concern, College Officials, College President
4. Submits documentary requirements	4. Transmits to DBM for funding	None	15 working Days	HRD Personnel
5. Submits other COA requirements to support release of fund	5. Receives SARO & NCA from DBM, processes payment	None	30-45 Minutes	HRD Personnel
TOTAL		None	25 Days 50 Minutes	



1. Vehicle Reservation

The Vehicle Reservation is offered for the arrangement of travel, assigning of vehicles and the availability of Driver to ferry the Passengers. The reservation shall be made 3 days before the Official Travel.

OFFICE OR DIVISION		General Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G-Government to Government		
WHO MAY AVAIL		MPSPC Officials, Faculty & Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly Approved Authority to Travel 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the General Services Office to obtain a Vehicle Reservation Form and submits the Duly Approved Authority to Travel	1. Issues Vehicle Reservation upon checking the approved Authority to Travel of Passenger	None	1 minute	General Services Office Staff
2. Accomplishes the Vehicle Reservation Form	2. Checks the accomplished reservation form for completeness, records details in the logbook and issues details of the assigned vehicle.	None	3 minutes	General Services Office Staff
TOTAL		None	4 minutes	



2. Job Request for Electrical Services

The Request for Electrical Services caters to all problems regarding electrical concerns, which includes, checking of lines, installment of additional convenience outlets, replacement of busted lights and bulbs and other related problems. The Job request form shall be accomplished for evaluation and determination of the severity of damage.

OFFICE OR DIVISION		General Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G- Government to Citizen		
WHO MAY AVAIL		MPSPC Officials, Faculty & Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly Accomplished Job Request Form 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the General Services Office and accomplishes the Job request form.	1. Issues job request form to the client.	none	1 minute	General Services Office Staff
2. Submits the accomplished Job Request Form	2. Checks the accomplished job request form for completeness; issues the form to the College Electrician for evaluation	none	3 minutes	General Services Office Staff
3. College Electrician evaluates the request and procures the needed materials from the Supply Office.	3. College Electrician performs the job requested	none	30 minutes	College Electrician
TOTAL		None	34 minutes	



3. Venue Reservation

The service is provided to avoid complication on the events that will take place at a certain venue inside the College. This is also to keep record of every activity of the College and outside agencies that have used the College facilities.

OFFICE OR DIVISION		General Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G– Government to Government		
WHO MAY AVAIL		MPSPC Officials, Faculty & Staff, LGU's and other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Approved activity Design, and Activity Permit, Receipt issued by the Cashiers office 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the General Services Office to secure Venue reservation (For outside agencies, they need to present the Receipt issued by the Cashier's Office)	1. Issues the Venue Reservation Form if there is an Approved Activity Design and Activity Permit including the receipt, if any.	None	1 minute	General Services Office Staff
2. Accomplishes the Venue Reservation Form and submits to the GSO Staff	2. Records the Venue Reservation on the logbook if the Venue requested is available. Issues the receiving copy to the client to for their reference.	None	5 minutes	General Services Office Staff
3. Receives the approved Venue Reservation.		None	1 minute	Client
TOTAL		None	7 minutes	



4. Requisition of Students Assistants

The requisition of student assistant provides offices/units with student assistants to help maintain the office cleanliness and to help with some office tasks directed by their supervisors. This service is also for the student assistants to gain more knowledge and develop their skills.

OFFICE OR DIVISION		General Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G– Government to Government		
WHO MAY AVAIL		MPSPC Officials, Faculty & Staff		
CHECKLIST OF REQUIREMENTS		Where to Secure		
<ul style="list-style-type: none"> Request Letter of the Unit Head Addressed to the GSO Director 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the General Services Office; submits a letter of request and accomplishes a requisition form.	1. Evaluate the request. If need for student assistant is necessary, assigns a student assistant to the requesting office.	None	3 minutes	GSO Director
2. Receives the acknowledgement written by the GSO Director on the Requisition form		None	1 minute	
TOTAL		None	4 minutes	



5. Job Request for Computer Repairs

This service is to cater to minor and major repairs on computer hardware.

OFFICE OR DIVISION		General Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G– Government to Government		
WHO MAY AVAIL		MPSPC Officials, Faculty & Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly Accomplished Job Request Form 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the General Services Office and obtains Job request form.	1. Issues job request form to the client.	None	1 minute	General Services Office Staff
2. Accomplishes the Job request form	2. Checks the accomplished job request form for completeness; hands the form to the College Hardware Management Staff for evaluation	None	3 minutes	Computer Hardware and Maintenance Staff
3. Receives the result of the evaluation by the CHM staff reflected in the form if the equipment is repairable	3. The CHM staff performs the Job Request.	None	50 minutes	Computer Hardware and Maintenance Staff
TOTAL		None	54 minutes	



1. Acquisition of Supplies Materials and Equipment

OFFICE		Supply and Property Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2B - Government to Business Entity		
WHO MAY AVAIL		Supplier, MPSPC Employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Purchase Order • Delivery Receipt • Billing Statement or Charge/Sales Invoice • Notice of Inspection • Inspection and Acceptance Report Purchase Order 			<ul style="list-style-type: none"> • SPMO Staff • Supplier • Supplier • SPMO Staff • SPMO Staff 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accounting Staff brings the complete Purchase Order to the SPM Office	1. Receives the Purchase Order and signs the "Received by" portion thereof	None	3 minutes	SPMO Staff
2. Supplier confirms Purchase Order	2. Gives one copy of Purchase Order to the supplier for basis	None	3 minutes	SPMO Staff
3. Supplier delivers the item indicated on the Purchase Order	3. Requests Delivery Receipt/Invoice and signs the "Received" portion thereof; Requests inspection on the delivered items thru Notice of Inspection	None	as indicated on the delivery term	SPMO Staff
4. Inspection Committee schedules the time and date of inspection of the delivered items	4. Routes the Notice of Inspection to end-users and prepares Inspection and Acceptance Report	None	1 hour	Director for SPMO, and Inspection Committee
TOTAL		None	1 hour and 6 minutes	



2. Issuance of Common-use Supplies and Equipment

OFFICE		Supply and Property Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2B - Government to Business Entity		
WHO MAY AVAIL		Supplier, MPSPC Employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • RIS (Requisition and Issue Slip) • ICS (Inventory Custodian Slip) • PAR (Property Acknowledgement Receipt) 			Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON Responsible
1. Requests for supplies	1. Checks the availability of the requested items	None	5 minutes	SPMO Staff
2. Request applicable form for issuance of requested item/s	2. Validates the category of requested items (RIS for expendable supplies, ICS for non-expendable supplies with an acquisition cost of less than 15,000, and PAR for non-expendable supplies with an acquisition cost of more than 15,000)	None	5 minutes	SPMO Staff
3. Accomplishes issuance form	3. Approves the request for issuance	None	3 minutes	Director for SPMO
4. Receives the items and signs the "RECEIVED BY" portion of the form	4. Issues the requested items; Puts a Government Property Tag on non-expendable items	None	10 minutes	SPMO Staff
5. Accounting Staff requests Report on Issued Supplies, Materials and Equipment	5. Prepares the Monthly Report on Issued Supplies, Materials and Equipment and forwards it to Accounting Office together with the compiled copy of RIS issued	None	End of the month	SPMO Staff
TOTAL		None	13 minutes	



3. Inventory-taking of Supplies and Equipment

OFFICE		Supply and Property Management Office		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC Employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Inventory Schedule • Presence of the supplies and equipment to be counted • Report on Physical Count of Inventory 			SPMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares the Inventory Schedule	None	10 minutes	SPMO Staff
2. The top management approves the formulated Inventory Schedule	2. Undergoes actual measurement or count on the object of inventory	None	1 day for 1 unit	SPMO Staff
2. The Commission on Audit requests Inventory Report	3. Accomplishes Report on Physical Count of Inventory and submits document to COA	None	1 month	SPMO Staff
	TOTAL	None	1 month & 1 week (maximum)	



4. Disposal of Waste Material and Unserviceable Equipment

OFFICE		Supply and Property Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2B - Government to Business Entity		
WHO MAY AVAIL		MPSPC Employee, COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Presence of material to be disposed • Waste Material Report 		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The accountable personnel brings the unserviceable materials or materials that are no longer needed to the Supply Office	1. Validates the material if it is serviceable or unserviceable	none	1 hour	SPMO Staff
2. Accountable personnel requests the cancellation of returned items against their MR	2. Cancels the item and issues Certificate of Returned Materials and Equipment and prepares Waste Material Report	none	10 minutes	SPMO Staff
TOTAL		None	1 hour & 10 minutes	



1. Receiving of Incoming Communications/Records

This covers the receipt of incoming communications/documents from external and internal clients.

OFFICE OR DIVISION		Records Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSC employees and students Other government agencies and public		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/sends the communication/record through personal delivery or mail/courier.	1.1. Checks appropriate details such as name of the sender and name of the recipient.	none	20 minutes	Records Staff
	1.2. Stamps received and affixes signature with the date and time. If received from post office or courier, affixes signature in the delivery receipt.	None	15 minutes	Records Staff
2. Receives the duplicate copy that was stamped as received	2.1. Issues the receiving copy of the communication/record to the client.	none	10 minutes	Records Staff
	2.2. Records the received communication/record in the logbook.	none	30 minutes	Records Staff
TOTAL		None	1 hour, 15 minutes	



2. Releasing of Communications/Documents

This covers the releasing or dispatching of communications, reports, directives, advisories, other official issuances and documents to concerned recipients.

OFFICE OR DIVISION		Records Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen G2B - Government to Business		
WHO MAY AVAIL		MPSPC employees and students, government & non-government agencies, stakeholders and other transacting public		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Originally signed communications, reports, documents, directives, advisories and other official issuances (2 original). 		<ul style="list-style-type: none"> To be provided by requesting/issuing office. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits communication/document for release	1.1. Receives the communication/document, stamps as "released" and affixes signature with the date and time	none	10 minutes	Records Staff
	1.2. Records the document in the logbook	none	20 minutes	Records Staff
	1.3. If required, reproduces copies of the communication/documents for release	none	30 minutes	Records Staff
	1.4. If required, provide copy of the document to MIS personnel for posting to MPSPC website and other platforms.	none	10 minutes	Records Staff
	1.5. Routes the physical communications/records to concerned recipients.	none	1 hour and 30 minutes	Records Staff
TOTAL		None	2 hours and 30 minutes	



3. Releasing of Requested Records

Releasing of requested records by MPSPC personnel and students (internal clients)

OFFICE OR DIVISION		Records Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Completely accomplished request form (MPSPC REC-F-003) 		<ul style="list-style-type: none"> Records Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely accomplishes the request form and submits to Records Office	1.1. Accepts the properly accomplished request form.	none	15 minutes	Records Staff
	1.2. Retrieves the requested record/s.	none	1 hour	Records Staff
	1.3. Prints/photocopies the original records.	none	20 minutes	Records Staff
	1.4. Certifies the authenticity by signing the document/s	none	20 minutes	Records Officer
2. Claims the requested record/s and signs in the logbook	2. Releases the record/s and endorses the logbook for signature	none	15 minutes	Records Officer
TOTAL		None	2 hours and 10 minutes	



4. Authentication of Photocopied Records

Issuance of certified copies of photocopied records where the original copies are filed at the Records Office.

OFFICE OR DIVISION		Records Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Completely accomplished request form (MPSPC REC-F-003) 		<ul style="list-style-type: none"> Records Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely accomplishes the request form and submits to Records Office	1.1. Accepts the properly accomplished request form with attached original copy of records/s for authentication.	none	15 minutes	Records Staff
	1.2. Verifies the authenticity of the original record	none	1 hour	Records Officer
	1.3. Stamps "Certified Photocopy" and signs in all pages of the document/s.	none	30 minutes	Records Officer
2. Claims the authenticated record and signs in the logbook	2. Releases the authenticated record/s and endorses the logbook for signature.	none	15 minutes	Records Officer
	TOTAL	None	2 hours	



1. Issuance of temporary gate pass for students

Temporary gate pass is a printed document that needs to be accomplished by a person who wants to enter the College premises. The person is required to provide all the necessary information including the purpose of getting a pass to get approval for entry to the campus

OFFICE		Civil Security Services		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> Student's enrolment form Library card 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the security office then presents student enrolment/ library card form to the security personnel as proof that the student is officially enrolled	1. Verifies if the student is officially enrolled	None	4 minutes	Security Personnel on duty
2. Accomplishes the temporary gate pass then submits to the security personnel on duty for approval	2. Issues gate pass to the client then allow them to enter the campus	None	4 minutes	Security Personnel on duty
TOTAL		None	8 Minutes	



2. Visitors entry and exit procedure

Visitors entry and exit procedure is a policy instituted by the College to ensure the safety of the institution, employee, students, and visitors. The guidelines cover the correct schedule for office visits, handling visitors and the necessary procedures in allowing visitors to enter and exit from the College premises.

OFFICE		Civil Security Services Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Visitors, Parents, and Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
Valid I.D.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents any Valid identification card to the security personnel on duty	1. Security personnel on duty conducts routine security check-up upon receipt of visitors	None	4 minutes	Security personnel on duty
2. Registers in the visitors logbook	2.1. Classifies the visitors as (1) a VIP (2) parents/ guardian, and (3) walk-in visitors			
	2.2. Allows entry of visitor			
3. Logs-out of the visitors logbook	3. Checks the information in the logbook			
4. Claims deposit I.D.	4. Security guard on duty returns deposited I.D after the transaction of the visitor			
TOTAL		None	4 Minute	



3. Vehicle Control/Entry and Exit for college Vehicle

Vehicle control on entry and exit for college vehicles is designed to monitor vehicles' destinations and location and college vehicle exit and entry schedule times, and ensure the list of authorized passenger.

OFFICE			Civil Security Services Office	
CLASSIFICATION			Simple	
TYPE OF TRANSACTION			G2G - Government to Government G2C - Government to Citizen	
WHO MAY AVAIL			College employees, and students	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Vehicle exit pass, trip ticket, and authority to travel. 			<ul style="list-style-type: none"> Secure from the issuing office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a copy of vehicle exit pass to security personnel on duty	1. Security personnel requests the approved authority to travel and trip ticket	None	5 minutes	Security personnel on duty
2. Presents authority to travel	2. Security personnel on duty records in the logbook the complete details of the vehicle, complete name of the driver, the names of passenger/s, and the purpose of travel and destination			
3. Presents trip ticket	3. Allows the college vehicle to depart			
Total		None	5 Minutes	



HIGHER EDUCATION SECTOR



INTERNAL SERVICES

1. Approval of Activities

Approval of activities conducted inside the campus.

OFFICE			Office of the Executive Dean	
CLASSIFICATION			Simple	
TYPE OF TRANSACTION			G2G-Government to Government G2C-Government to Citizen	
WHO MAY AVAIL			Students, Faculty and Staff and outsiders who would like to conduct activities inside the campus.	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Activity Permit 			<ul style="list-style-type: none"> Office of the Student Services 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits activity permit	1.1. Accepts the activity permit and logs in the	none	3 minutes	Admin Staff
	1.2. Reviews the request to conduct activity	none	3 minutes	Executive Dean
	1.3. Acts on the request (Approve or	none	1 minute	Executive Dean
2. Client receives the approved/disapproved activity permit	2. Records in the logbook	none	1 minute	Admin staff
TOTAL		None	8 Minutes	



2. Endorsement of Programs and Activities

Endorsement of programs, activities and projects to be conducted by students, faculty and staff.

OFFICE OR DIVISION		Office of the Executive Dean		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G-Government to Government G2C-Government to Citizen		
WHO MAY AVAIL		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Activity designs and other documents 		<ul style="list-style-type: none"> Head of units 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents for endorsement	1.1. Accepts documents for endorsement. Checks if all the data required is complete. Logs in documents to the incoming logbook	none	3 minutes	Admin Staff
	1.2. Reviews documents	None	4 hours	Executive Dean
	1.3. Signs the documents	none	1 minute	Executive Dean
	1.4. Logs out signed documents for releasing	none	2 minutes	Admin staff
TOTAL		None	10 Minutes	



3. Approval of Academic Requirements

Approval of academic requirements required to be submitted by the faculty members.

OFFICE OR DIVISION		Office of the Executive Dean		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G-Government to Government		
WHO MAY AVAIL		Faculty Members and Department Chairpersons		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Syllabus, Faculty Load, Teacher's Program, IPCR 		Department concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents	1.1. Accepts and logs in documents submitted by the Department Chairpersons	none	3 minutes	Admin Staff
	1.2. Reviews the documents submitted, if there are corrections, documents will be returned to the source. If none, document will be endorsed to the office of the VPAA for approval	none	3 working days	Executive Dean
	1.3. Approves documents	none	3 working days	Vice President for Academic Affairs
	1.4. Receives and logs in approved documents from the OVPA	none	2 minutes	Admin staff
	1.5. Releases and records approved document that was released	none	2 minutes	Admin Staff
TOTAL		None	6 days and 7 minutes	



4. Receiving and Acting on Written Communications or Documents from Internal Clients or Citizens

This applies to communications or documents received by the Office from clients/individuals who form part or belong to this institution that provides the service, and which need appropriate action upon receipt or moments therefrom.

OFFICE OR DIVISION		Dean's Office (Tadian Campus)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizens		
WHO MAY AVAIL		Citizens or clients or those who are within government agency or office providing the service.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Complete list of government services (internal) 		ARTA task force of the agency availing the service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the communication or document to the office and registers in the office logbook	1. Receives and records the communication or document Returns the "receiving copy" to the client if no exigent action is needed If exigent action by the Executive Dean is needed, refers the client and/or the communication or document to the Executive Dean	None	10 minutes	Office staff
2. Waits for the action of the Executive Dean if exigent action is needed	2. Acts appropriately on the communication or document (e.g. signature for approval, recommending approval, notation, referral to other offices in the agency/ campus), but this depends on the presence or absence of other office clients, urgent official work to do, or availability of concerned offices that need to be consulted	None	5 min - 1 hour	Executive Dean
3. Obtains action of the Executive Dean	3. Informs the client of the appropriate action taken	None	5 minutes	Executive Dean or the office staff
TOTAL		None	20 min. – 1 hr. and 15 min.	



5. Issuance of Needed Supporting Documents

This service is applied to internal clients or offices that request documents needed as supporting papers related to their tasks.

OFFICE OR DIVISION		Dean's Office (Tadian Campus)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizens		
WHO MAY AVAIL		Citizens or clients or those who are within government agency or office providing the service.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the specific document and states where such is needed	1. Verifies the presence of the needed document; if so, lists the document in the logbook and issues the same to the client provided such document is not within the list of exceptions under the Freedom of Information Manual of the institution	None	10 minutes	Office staff and/or Executive Dean
TOTAL		None	10 minutes	


EXTERNAL SERVICES
1. Receiving and Acting on Written Communications or Documents from External Clients or Citizens

This applies to those communications or documents received by the Office from other government agencies, GOCCs, private agencies/organizations, LGUs, the community, or external clients/individuals, and which need appropriate office action upon receipt or moments therefrom. Receiving and acting on written communications or documents from external clients or citizens

OFFICE OR DIVISION		Office of the Executive Dean (Tadian Campus)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizens		
WHO MAY AVAIL		External citizens or clients or those who do not form part or belong to the government agency or office providing the service.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Communication letter 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the communication or document at the office and fill-in the office logbook	1. Receives and records the communication or document Returns the “receiving copy” to the client, if no exigent action is needed If exigent action by the Executive Dean is needed, refers the client and/or the communication or document to the Executive Dean	None	10 minutes	Office staff
2. Waits for the action of the Executive Dean if exigent action is needed	2. Acts appropriately on the communication or document, but this depends on the presence or absence of other office clients, urgent official work to do, or availability of concerned offices that need to be consulted	None	5 min. - 1 hour	Executive Dean
3. Obtains the action of the Executive Dean	3. Informs the client of the appropriate action taken	None	5 minutes	Executive Dean or the office staff
TOTAL		None	20 min. to 1 hr. & 15 min.	



5. Issuance of Certificate of Appearance to visiting clients

This service is applied to an external client or individual who visits the office or the campus, and who requests said certificate as requirement to support his/her travel.

OFFICE OR DIVISION		Office of the Executive Dean (Tadian Campus)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Government G2B- Government to Business		
WHO MAY AVAIL		Government and Private Offices employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Data on names and information required in the crafting of the certificate 				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate of Appearance	1. Accomplishes the Certificate of Appearance form with the help of the client	None	5 minutes	Office staff
2. Waits for the signing of the Certificate of Appearance	2. Signs the Certificate of Appearance (upon verification of data, if needed)	None	3 minutes	Executive Dean
3. Receives the Certificate of Appearance and signs in the logbook upon receipt of the document	3. Issues the Certificate of Appearance	None	2 minutes	Office staff
TOTAL		None	10 minutes	



1. Application for Title Defense

It is a requirement of a student in the SAE, particularly in Thesis Writing I to determine the appropriate title for their thesis before pursuing a research thesis proposal. The examining committee will help the student decide and choose the best title suited to their field of specialization.

OFFICE		School of Advanced Education		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> Application Form and Manuscript 		<ul style="list-style-type: none"> Old Academic Building, Fourth Floor, Graduate School Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student applicant visits the SAE Office to accomplish the application form and submits required manuscript for Title Defense.	1. Issues the application form and collects the manuscript.	None	3 minutes	Staff and student applicant
2. The staff submits the application form and manuscript to the Thesis Writing 1 (TW1) professor for endorsement.	2. The TW1 professor checks the completeness of the manuscript submitted and decides whether to endorse for defense or not.	None	20 minutes	TW1 professor
3. If the application form is endorsed, the SAE Dean proposes the composition of the Examination Committee and schedule of the defense. If the application form is not endorsed, the applicant will be notified and informed of the reasons.	3.1. If endorsed, the SAE staff coordinates with the proposed members of the Examination Committee and student applicant on the schedule of defense. If not endorsed, the SAE staff notifies the applicant and returns the manuscript with the written reasons from the TW 1 professor.	None	4 hours	Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
.	3.2. Determines the schedule, modality and venue of the defense Finalizes the schedule and examination committee	None	3 minutes	SAE Dean
	3.3. The SAE Staff prepares the invitation letters to the Examination Committee	None	10 minutes	Staff
	3.4. The Examination Committee receives and confirms the invitation. If not confirmed, the SAE Dean will determine a replacement.	None	1 hour	Examination Committee
	3.5. The SAE Staff informs the applicant of the schedule and venue of the defense through call or text message.	None	2 minutes	Staff
4. Student applicant confirms with the GS staff thru text message/call	4. The SAE staff arranges the scheduled defense			
5. Student applicant reports to the campus for the scheduled defense	5. The Examination Committee, and the SAE Dean proceed with the defense as scheduled usually after three to five days to give time for the Examination Committee to read the manuscript submitted	None	30 min to 1 hour depending on how the discussion will go through	SAE Dean/ Examination Committee/ Student/GS Staff
Total		None	5 hours and 38 minutes	



2. Application for Comprehensive Exam

Oral Comprehensive examination is given to a student to test their ability to synthesize all the theories they learned and apply such in real life situations and their ability to conduct a research. This is a pre-requisite for enrolling Thesis Writing 1 and Dissertation Writing 1.

OFFICE		School of Advanced Education		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen G2G-Government to Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> Application Form and Evaluation 		<ul style="list-style-type: none"> Old Academic Building, Fourth Floor, Graduate School Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student applicant visits the SAE to accomplish the application form and submit the required evaluation form from the Registrar's Office	1. Issues the application form and collects the Evaluation Form from the student applicant	none	3 minutes	Staff and student applicant
2. Submits accomplished forms to the SAE staff	2. The SAE Dean evaluates the application of the applicant. If qualified, the Dean forms the composition of the Examination Committee and the schedule of the defense. Otherwise, Dean informs the applicant of the reasons.	none	5 minutes	TW1 professor
3. The applicant pays required application fee at the Cashier's Office.	3. Receives the payment and issues receipt	₱200.00	3 minutes	Cashier's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicant requests for endorsement of the application from the College Registrar	4. The Registrar endorses the application letter if the applicant is qualified. Otherwise, the Registrar informs the applicant	none	5 minutes	Registrar's Office
5. Submits the endorsed application to the SAE staff	5.1. The SAE Staff prepares the invitation letters to the Examination Committee	none	10 minutes	Staff
	5.2. The Examination Committee receives and confirms the invitation. If any member denies the invitation, the SAE Dean finds replacement	none	Depending on the availability of the Examination Committee	Examination Committee
6. Obtains information re the defense schedule and other pertinent info	6. SAE Staff informs the applicant on the schedule and venue of the defense through call or text message.	none	2 minutes	Staff
7. The applicant confirms the defense thru text message or phone call	7.1. The SAE Dean and the Examination committee proceeds with the defense; SAE staff assists in the process	none	Depending on how the discussion will go through but normally, 45 minutes minimum	SAE Dean/ Examination Committee/ Student/SAE Staff
	7.2. The Examination Committee determines whether the student applicant passed or not thru the comprehensive exam evaluation form	none	5 minutes	Examination Committee
TOTAL		₱200.00	2 hours and 38 minutes	



3. Application for Proposal Defense and Final Defense

The final oral defense is an opportunity for the student to present and defend the results of their study. This is conducted during the semester which the student has enrolled in either Thesis Writing 2 (TW2) or Dissertation Writing 2 (DW2).

OFFICE		School of Advanced Education		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen G2G-Government to Government		
WHO MAY AVAIL		Graduate School Students of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> Application Form and Manuscript 		<ul style="list-style-type: none"> Old Academic Building, Fourth Floor, Graduate School Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student applicant visits the SAE Office to accomplish the application form and submit required edited manuscript for the defense.	1. Issues the application form and collects the manuscript.	none	3 minutes	Staff and student applicant
2. The applicant submits the application form and manuscript to their adviser and the editor for endorsement.	2. The adviser checks the completeness of the manuscript submitted and decides whether to endorse for defense or not.	none	Depending on the availability of the adviser and editor	Adviser and editor
3. Submits the endorsed proposal or final defense form to the SAE staff	3. If the application form is endorsed, the SAE Dean forms the proposed Examination Committee and schedules the defense.	none	Depending on the availability of the examination committee	SAE Dean and Staff
4. The applicant pays required application fee at the Cashier's Office.	4.1. Accepts payment and issues the official receipt	₱ 200 proposal defense ₱ 300 for final defense	3 minutes	Cashier's Office Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Determines the schedule, modality and venue of the defense and finalizes the schedule and examination committee	None	3 minutes	SAE Dean
	4.3. SAE Staff prepares the invitation letters to the Examination Committee	None	10 minutes	Staff
	4.4. The Examination Committee receives the invitation letters and confirms or denies the invitation; if a member denies the invitation, SAE Dean finds a replacement	None	Depending on the availability of the Examination Committee	Examination Committee
5. Obtains information regarding the defense	5. The SAE staff informs the applicant on the schedule and venue of the defense through call or text message.	None	2 minutes	Staff
6. Confirms to the SAE staff thru text message or phone call; student applicant reports to the campus for the defense	6.1. The SAE Dean and the Examination Committee proceed with the defense as scheduled usually after three to five days. This is to give time for the Examination Committee to read the manuscript submitted; SAE staff assists during Defense/Exam	None	Depending on how the discussion will go through	GS Dean/ Examination Committee/ Student/GS Staff
	6.2. The Examination Committee determines whether the student applicant passed or not thru the evaluation forms	None	5 minutes	Examination Committee
TOTAL	Proposal-₱ 200 Final Defense ₱300		18 minutes	



1. Processing of Certificate of Accreditation of Student organizations

This aims to accredit student organizations to be acknowledged as official student organizations of the institution. This gives them the privilege to enjoy the benefits of accreditation.

OFFICE	Student Services and Development Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	Students of MPSPC (Undergraduate and Graduate)
WHERE TO SECURE	Student Center
CHECKLIST OF REQUIREMENTS	
NEW ORGANIZATION	
<ul style="list-style-type: none"> • Group of at least 25 students • Application Letter (Signed by the highest officer and noted by the adviser) • List of ad-hoc officers, members, advisers with their corresponding courses, address, contact numbers and signatures • Constitution and By-laws of the organization • Pledge of Commitment (SSDO Form No. 07) & Bio-data of Officers (SSDO Form 10) • One-year plan of activities with tentative schedule, venue and budgetary requirements 	
EXISTING ORGANIZATION	
<ul style="list-style-type: none"> • Application Letter (Signed by the highest officer and noted by the adviser) • List of new officers, advisers with their corresponding courses, contact numbers and signature • Annual accomplishment report (with copy of student publication if applicable) • Financial report (Audited by the JAG Team) • Pledge of Commitment (SSDO Form No. 07) & Biodata of Officers (SSDO Form 10) • One year plan of activities with tentative schedule, venue and budgetary requirements • The original copy of the Pass Book (if organization has a bank account) • Amendments to the Constitution and By-laws <p><i>* May be submitted after election of new officers</i></p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student officer records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Date • Full name • Gender • Course / Department • Time In/Out • Purpose of visit • Signature 	1. The SSDO personnel reviews the entries and prepares the required documents	None	1 minute	SSDO staff
2. Submits the required documents and all required attachments	2. Evaluates submitted documents for completeness; Reviews the CBL and plan of activities whether or not they are in accordance with College policies and guidelines Recommends or disapproves the application for Certificate of Accreditation Processes and issues the Certificate of Accreditation	None	10 minutes	SSDO staff
Total		None	11 Minutes	



2. Processing of Activity Permits

Activity permits allow student organization, departments, different units and other agencies to conduct an activity.

OFFICE	Student Services and Development Office (SSDO)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Government to Citizen			
WHO MAY AVAIL	Students or any authorized representative			
WHERE TO SECURE	Student Center			
CHECKLIST OF REQUIREMENTS				
<ul style="list-style-type: none">• Properly accomplished Activity Permit Form (APF);• APF reproduced in seven copies;• Certificate of Accreditation (for student organizations only);• Attached program of activities; and,• Parents’/Guardians’ consent duly notarized (SSDO Form No. 11) and Group Accident Insurance (For field trips and educational tours only)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client records required entries at the SSDO logbook as follows: <ul style="list-style-type: none">•Date•Full name•Gender•Course / Department•Time In/Out•Purpose of visit•Signature	1. The SSDO personnel reviews the entries and prepares the required documents.	None	1 minute	SSDO Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Presents accomplished Activity Permit Form (APF) complete with signatures of all concerned and required attachments	2. Evaluates submitted documents <ul style="list-style-type: none"> • Checks completeness of signatories on APF • Inspects required documents and attachments that apply • Approves/ disapproves/ holds in abeyance the Activity Permit application • Gets the SSDO copy of the approved Activity Permit and hands the other copies to the student officer • Puts on records approved Activity Permit for monitoring purposes • Keeps the copy of the approved Activity Permit for the SSDO 	None	20 minutes	SSDO staff
	TOTAL	None	21 Minutes	



3. Handling Student Complaints

This is the standard and systematic process of handling student complaints.

OFFICE	Student Services and Development Office (SSDO)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Students and authorized representative
WHERE TO SECURE	Student Center

COMPLAINT

A complaint against MPSPC personnel/students shall be given due course when it is in writing, subscribed and sworn to by the complainant (SSDO Form No.06 for light offenses and Affidavit Format for grave offenses). The complaint (reproduced in triplicate), which shall contain the following details, maybe filed anytime with the Dean of SSDO.

- Full name, address, and course and year of the complainant;
- Full name and address of the person complained of as well as his position/designation and office/ department of employment;
- A narration of the relevant and material facts, which shows the acts or omissions allegedly committed by the civil servant/ student;
- Certified true copies of the documentary evidence and affidavits of his witnesses, if any; and
- Certification or statement of non-forum shopping.

In the absence of any one of the aforementioned requirements, the complaint shall be dismissed. The SSDO shall assist in the preparation of the complaint in good form provided the complainant provides all the necessary details.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> •Date •Full name •Gender •Course / Department •Time In/Out •Purpose of visit •Signature 	1. The SSDO personnel reviews the entries of the student in the SSDO logbook; prepares documents for processing	None	1 minute	SSDO staff
2. Submits complaint in good form (triplicate) with required attachments	2. Evaluates submitted documents <ul style="list-style-type: none"> • Checks completeness of information • Inspects applicable required document attachments • Receives two copies and returns one copy to the student/ complainant or assist in the completion of the complaint in good form • Puts on records formal complaint received for monitoring purposes • Complaints shall be resolved within 10 working days without prejudice to higher administrative recourses should either or both parties decide to pursue the matter 	None	10 Days	SSDO Executive Dean Department Chairperson Complainant Respondent



4. Signing of Clearance (SSDO & ARJPO)

Signed clearances signify that the student is clear from all accountabilities from the school and is allowed to take their final exam. As for alumni, it signifies that they are clear from all accountabilities from the school.

OFFICE		Student Services and Development Office (SSDO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students and authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization of a student to take his final exam or certification as clear from all accountabilities from the school. Clearance is released from the Admission office.		Student Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student records required entries at the SSDO logbook as follows: •Date •Full name •Gender •Course / Department •Time In/Out •Purpose of visit •Signature	1. The SSDO personnel reviews the entries of the student in the SSDO logbook and prepares documents for processing	None	1 minute	SSDO staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Presents Clearance Form Students with liabilities settle their obligations and present proof of settlement Gives feedback on the services received from the SSDO by accomplishing the Customer Satisfaction Survey Form	2. The SSDO Staff requests the client/ student to present his clearance form. <ul style="list-style-type: none"> The SSDO staff/ personnel checks the data bank and/or record if the client is free from any liability and/or unsettled obligation. Concerned personnel signs immediately if the client has no pending record/ liability/ unsettled obligation. Release the clearance form 	None	5 minute	SSDO staff SSDO Dean ARJPO Coordinator
	TOTAL	None	6 Minutes	



5. Application/Validation of Identification Cards (IDs)

This aims to provide identification card to new students of MPSPC and to validate ID's of old students. This would merit them to enter the school premises and to avail of the different services provided by the institution.

OFFICE		Student Services & Development Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
ID Application (For New Students) <ul style="list-style-type: none"> • Assessment Form • Proof of payment of ID Fee (included under miscellaneous fees) • Completely filled-out ID registration form ID Validation (For Old Students) <ul style="list-style-type: none"> • Assessment Form • Proof of payment of ID Fee (included under miscellaneous) • Existing Identification (ID) card 		Student Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the SSDO. The student records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Date • Full name • Degree Program • Purpose of visit • Signature 	1. The SSDO personnel reviews the entries of the student in the SSDO logbook, checks proof of payment of ID Fee and prepares ID application/validation form for processing	None	1 minute	SSDO staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Presents properly filled-out ID Registration Form complete with all information required	2. Checks completeness of ID registration form • Takes picture of the student • Prepares and edits ID template • Finalizes ID template of the student • Prints ID, attaches accessories and hands the ID to the student	None	10 Minutes	SSDO staff
Total		None	11 Minutes	



1. Preparation of Free Higher Education (FHE) Billing.

Free Higher Education is a component of the Universal Access to Quality Tertiary Education Act or R.A. No. 10931. The FHE billing is prepared by SUCs like MPSPC as basis for the subsidy downloaded by CHED to the former. The FHE billing reflects the tuition and miscellaneous fees charged to students who are eligible for Free Higher Education.

OFFICE		Scholarships & Grants Office-SSDO, MPSPC		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		UniFAST Regional and Central Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE:	
<ul style="list-style-type: none"> Free Higher Education (FHE) billing templates 			<ul style="list-style-type: none"> Secure from the issuing office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Free Higher Education (FHE) billing	1. Prepare and submits FHE billing	None	20 Days	Scholarships and Grants Coordinator and Staff
TOTAL		None	20 Days	



2. Preparation of Tertiary Education Subsidy (TES) – related documents

1. Input and uploading of potential TES beneficiaries;
2. Verification of TES grantees' data / information;
3. Preparation of TES billing; and
4. Preparation of status report on TES grantees

Tertiary Education Subsidy is a component of the Universal Access to Quality Tertiary Education Act or R.A. No. 10931. TES – related documents are prepared by SUCs like MPSPC to support the giving of financial assistance to students who belong to financially disadvantaged households. The process includes uploading of potential TES beneficiaries through the TES Online Portal, verification of TES grantees' data / information, preparation of TES billing and preparation of status report on TES grantees.

OFFICE		Scholarships & Grants Office-SSDO, MPSPC		
CLASSIFICATION		Highly Technical; Simple		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		UniFAST Regional and Central Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Tertiary Education Subsidy (TES) billing templates • TES status report template • List of TES grantees 			<ul style="list-style-type: none"> • UniFAST Central and Regional Offices 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for input and uploading of Tertiary Education Subsidy (TES) potential beneficiaries through the TES Online Portal	1. Inputs and uploads TES potential beneficiaries through the TES Online Portal	none	20 Days	Scholarships and Grants Coordinator and Staff
2. Requests for verification of Tertiary Education Subsidy (TES) grantees' data / information	2. Verifies TES grantees' data / information	none	3 Days	
3. Requests for Tertiary Education Subsidy (TES) billing	3. Prepares and submits TES billing	none	20 Days	
4. Requests for status report on TES grantees	4. Prepares and submits status report on TES grantees	none	3 Days	
Total		None	46 Days	



3. Preparation of Expanded Students' Grants – in – Aid Program for Poverty Alleviation (ESGP – PA) – related documents

- Verification of ESGP – PA grantees' data / information;
- Preparation of ESGP – PA billing; and
- Preparation of status report on ESGP – PA grantees

The Expanded Students' Grants – in – Aid Program for Poverty Alleviation is meant for students who belong to financially disadvantaged households. ESGP – PA – related documents are prepared by SUCs like MPSPC to support the giving of financial assistance to the aforementioned students. The process includes verification of ESGP - PA grantees' data / information, preparation of ESGP – PA billing and preparation of status report on ESGP – PA grantees.

OFFICE		Scholarships & Grants Office-SSDO, MPSPC		
CLASSIFICATION		Highly Technical; Simple		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		UniFAST Regional and Central Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE:	
<ul style="list-style-type: none"> Expanded Students' Grants – in – Aid Program for Poverty Alleviation (ESGP - PA) billing templates ESGP – PA status report template List of ESGP – PA grantees 			UniFAST Central and Regional Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for verification of Expanded Students' Grants – in – Aid Program for Poverty Alleviation (ESGP - PA) grantees' data / information	1. Verifies TES grantees' data / information	None	3 Days	Scholarships and Grants Coordinator and Staff
2. Requests for ESGP – PA billing	2. Prepares and submits TES billing	None	20 Days	Scholarships and Grants Coordinator and Staff
3. Requests for status report on ESGP – PA grantees	3. Prepares and submits status report on TES grantees	None	3 Days	Scholarships and Grants Coordinator and Staff
TOTAL		None	26 Days	



4. Preparation of CHED Scholarships and Grants – related documents

Verification of CHED scholars and grantees' data / information;
Preparation of CHED scholarships and grants billing; and
Preparation of status report on CHED scholars and grantees

The Commission on Higher Education offers scholarships to students with excellent academic performance. It also offers various grants to financially disadvantaged but deserving students. CHED scholarships and grants – related documents are prepared by SUCs like MPSPC to support the financial assistance given to CHED scholars and grantees.

OFFICE			Scholarships & Grants Office-SSDO, MPSPC	
CLASSIFICATION			Complex; Simple	
TYPE OF TRANSACTION			G2G – Government to Government	
WHO MAY AVAIL			Commission on Higher Education (CHED) Regional Office	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE:	
<ol style="list-style-type: none"> 1. Commission on Higher Education Tulong Dunong (CHED – TD) 00 & 01 billing templates 2. Commission on Higher Education Tulong Dunong Program (CHED – TDP) 02 billing templates 3. Commission on Higher Education Full and Partial Scholarships (CHED FS & CHED PS) billing templates 4. Commission on Higher Education Tulong Dunong Program – Tertiary Education Subsidy (CHED – TDP – TES) billing templates 5. Commission on Higher Education Tulong Dunong Program Party List (CHED – Party List) billing templates 6. CHED – TD 00 & 01, CHED – TDP 02, CHED FS & PS, CHED – TDP – TES and CHED Party List status report templates 7. List of CHED – TD 00, 01, CHED – TDP 02, CHED TDP – TES and CHED Party List grantees 			UniFAST Central and Regional Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for verification of CHED – TD 00 & 01 grantees' data / information	1. Verify CHED – TD 00 & 01 grantees' data / information	None	3 Days	Scholarships & Grants Coordinator & Staff
2. Requests for CHED – TD 00 & 01 billing	2. Prepare and submit CHED – TD 00 & 01 billing	None	5 Days	Scholarships & Grants Coordinator & Staff

SCHOLARSHIPS & GRANTS OFFICE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Requests for status report on CHED – TD 00 & 01 grantees	3. Prepares and submits status report on CHED – TD 00 & 01 grantees	None	5 Days	Scholarships & Grants Coordinator & Staff
4. Requests for verification of CHED – TDP 02 grantees' data / information	4. Verifies CHED – TDP 02 grantees' data / information	None	3 Days	
5. Requests for CHED – TDP 02 billing	5. Prepares and submits CHED – TDP 02 billing	None	7 Days	
6. Requests for status report on CHED – TDP 02 grantees	6. Prepares and submits status report on CHED – TDP 02 grantees	None	5 Days	
7. Requests for verification of CHED – Full and Partial scholars' data / information	7. Verifies CHED Full and Partial Scholars' data / information	None	2 Days	
8. Requests for CHED Full and Partial scholarship billing	8. Prepares and submits CHED Full and Partial scholarship billing	None	2 Days	
9. Requests for status report on CHED Full and Partial scholars	9. Prepares and submits status report on CHED Full and Partial scholars	None	2 Days	
10. Requests for verification of CHED – Party List grantees' data / information	10. Verifies CHED Full and Partial Scholars' data / information	None	2 Days	
11. Requests for CHED Party List billing	11. Prepares and submits CHED Party List billing	None	2 Days	
12. Requests for status report on CHED Party List grantees	12. Prepares and submits status report on CHED Party List grantees	None	2 Days	
13. Requests for verification of CHED – TDP – TES grantees' data / information	13. Verifies CHED – TDP – TES grantees' data / information	None	2 Days	
14. Requests for CHED – TDP – TES billing	14. Prepares and submits CHED TDP – TES billing	None	14 Days	
15. Requests for status report on CHED – TDP – TES grantees	15. Prepares and submits status report on CHED – TDP – TES grantees	None	7 Days	
TOTAL		None	56 Days	



5. Processing of Institutional Scholarship Benefits

The Mountain Province State Polytechnic College offers academic scholarships to students with excellent academic performance. It also offers other institutional scholarships to students who are: 1) varsity; 2) socio – cultural performers; 3) TALA, The Mockingbird Staff, 4) ROTC Commander and Staff; 5) SSG President; 6) members of the Marching band; and 7) members of the MPSPC Colors. The Scholarships and Grants Office under the SSDO is tasked to enter the names of all institutional scholars in the roster of scholars and grantees and to prepare the billing as basis for the giving of monetary benefits to institutional scholars.

OFFICE		Scholarships & Grants Office-SSDO, MPSPC		
CLASSIFICATION		Simple; Highly technical		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of Assessment Form for the current semester • Certificate of Grades for the previous semester or last semester attended • 1 piece 2x2 ID picture • List of screened applicants 		<ul style="list-style-type: none"> • Admission & Office of the Registrar • Admission & Office of the Registrar 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Enters names of institutional scholars in the roster of scholars and grantees	None	2 Days	Scholarships and Grants Staff
	Prepares billing	None	1 Day	
TOTAL		None	3 days	



6. Assistance to clients (Walk – in and Virtual)

MPSPC, through the Scholarships and Grants Office, aims to give clients optimum assistance on matters related to external and internal scholarships and grants. Clients are given pertinent information about available scholarships and grants.

OFFICE		Scholarships & Grants Office-SSDO, MPSPC		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C – Government to Citizen G2G-Government to Government		
WHO MAY AVAIL		Students; Parents; Guardians; Partner Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
• ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about available scholarships and grants and status of scholars and grantees	1. Answers inquiries and assists clients when and where possible	None	5 minutes	Scholarships and Grants Coordinator and Staff
TOTAL		None	5 minutes	



1. Signing of Clearance

This covers the procedures in signing of clearance of client.

OFFICE		Library		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students, Faculty Members & Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> Clearance Form and Borrower's Card 		<ul style="list-style-type: none"> First Floor & Fourth Floor, Library Building 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents clearance form and borrower's card	1. Checks and verifies the validity of the borrower's card & accountabilities	none	1 minute	Library Staff
2. Settles library accounts	2. Asks clients to pay accumulated fines to the Cashier's Office	Overdue fines	5 minutes	Cashier Staff
3. Presents the Official Receipt of paid overdue	3. Signs the clearance form	none	1 minute	Library Staff
TOTAL Overdue fines			7 minutes	



2. Using the Library

This covers the procedures for client to follow when using the library for research availing of its print and non-print library resources like books, journals, magazines, thesis, e-books, and e-journals, online resources and other reading materials for room use only.

OFFICE		Library		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students, Faculty Members, Staff and External Users		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Borrower's Card Employee ID Card Visitor's Pass Referral Letter Duly filled-up External Users' Form 		1 st – 4 th Floor, Library Building 1 and 3 rd – 4 th Floor, Library Building 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook and deposits bags/ things at the baggage counter	1. Reviews entries	none	1 minute	Library Staff
2. Presents identification and/or documents	2. Verifies the presented identification or documents and assists client in the circulation area	none	1 minute	Library Staff
3. Retrieves his/ her identification and/or documents	3. Releases identification and other documents	none	1 minute	Library Staff
TOTAL		None	3 minutes	



3. Clients' Application for Borrower's Card

This covers the processing of client's application for borrower's card during the enrollment period. An issued borrower's card is used to avail of library services for one semester only.

OFFICE			Library	
CLASSIFICATION			Simple	
TYPE OF TRANSACTION			G2C- Government to Citizen	
WHO MAY AVAIL			Students, Faculty Members, & Staff	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Assessment Form or Employee ID Card, two (2) 2x2 ID pictures and duly filled-up Borrower's Card Application Form 			<ul style="list-style-type: none"> Fourth Floor, Library Building 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents assessment form or Employee ID card	1. Verifies assessment form or employee ID card and issues Borrower's Card Application Form	none	1 minute	Library Staff
2. Submits the filled-up Borrower's Card Form with 2x2 ID picture	2. Encodes, checks and verifies client's information before printing them on the borrower's	none	5 minutes	Library Staff
3. Claims his/her Borrower's Card; and writes on the logbook to indicate that he/she receives his/her borrower's card	3. Issues/Releases the Borrower's Card	none	1 minute	Library Staff
TOTAL		None	7 minutes	



4. Borrowing of books

This covers the library procedures of client in borrowing of books.

OFFICE			Library	
CLASSIFICATION			Simple	
TYPE OF TRANSACTION			G2C-Government to Citizen	
WHO MAY AVAIL			Students, Faculty Members, & Staff	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Borrower's Card, duly filled-up Call Slip Form and Book Card 			<ul style="list-style-type: none"> 1st – 3rd Floor, Library Building 1 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the book/s at the counter	1. Issues and assists client in filling up the Call Slip Forms with the book cards	none	3 minutes	Library Staff
2. Submits borrower's card together with the duly signed call clip form and book card	2. Scans the book barcode through the library system and releases book/s for overnight use.	none	1 minutes	Library Staff
TOTAL		None	7 minutes	



5. Returning of books

OFFICE		Library		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students, Faculty Members & Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Borrower's Card, duly filled-up Call Slip Form and Book Card 		<ul style="list-style-type: none"> 1st– 3rd Floor, Library Building 1 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowed book/s a) In case of lost/damaged book/s, client has to replace the material with an acceptable copy/repair it. b) Overdue borrowed books, client has to settle their library accounts	1. Receives borrowed book/s. Returns the signed book card/s vis -à-vis accession number. Checks accountabilities	none	1 minute	Library Staff
	1.2. Issues Book Replacement Form and Material Status Form	none	2 minutes	Library Staff
	Issues Overdue Fine Form and asks client to pay accumulated fines at Cashier's Office			
	Withholds borrower's card	Overdue fines	5 minutes	Library Staff
2. If the lost/damaged book/s is/are replaced/ repaired and/or presents OR of paid overdue fines, client retrieves their borrower's card	2. Releases borrower's card	none	1 minute	Library Staff
TOTAL		Overdue fines	9 minutes	



1. Vital Signs Taking and Monitoring

An important medical sign that indicates the status of the body's vital functions. These measurements are taken to help assess the general physical health of a person, give clues to possible diseases, and show progress toward recovery. The four main vital signs routinely monitored are body temperature, pulse rate, respiration rate, blood pressure, weight & height, etc.

OFFICE		HSU (Medical)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students (Undergraduate & Graduate) and Staff of MPSPC and visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Validated School ID. 		<ul style="list-style-type: none"> Health Services Unit (1st floor Criminology Building) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to HSU The Clients records required entries at HSU Logbook as follows: <ul style="list-style-type: none"> Full name Course and Curriculum year Purpose of Visit Signature 	1. The HSU Personnel reviews the entries of the student in the SSDO logbook, checks valid ID, and gets Vital Signs of Clients such as: <ul style="list-style-type: none"> Weight & Height Blood Pressure Temperature etc. Records clients vital signs on individual health record of client	none	4 minute	Medical Staff
TOTAL		None	4 Minutes	



2. Medical Consultation and Issuance of Medicines

A pivotal piece to provide support regarding the health, disease, suffering and uncertainty that a subject has when their physical and emotional integrity is affected and the access and dispensing of medicines for life saving drugs.

OFFICE		HSU (Medical)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students (Undergraduate & Graduate) and Staff of MPSPC		
WHERE TO SECURE		Health Services Unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Medical Consultation and Issuance of Medicines (New Patient/Client) • Validated School ID. • Fills up Medical Forms (Clinical Health Record Form etc.) 		<ul style="list-style-type: none"> • Health Services Unit 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to HSU The Clients records required entries at HSU Logbook as follows: <ul style="list-style-type: none"> • Full name • Course and Curriculum year • Purpose of Visit • Signature 	1. The HSU Personnel reviews the entries of the student in the SSDO logbook and checks valid ID	None	1 minute	Medical Staff
2. New Patient – Fills up Medical Forms (Clinical Health Record Form/ Medical Examination Form etc.) Old Patient requests HSU Personnel to retrieve Medical Forms (Clinical Health Record Form/ Medical Examination Form etc.)	2.1. Checks completeness of data needed on the Medical Forms 2.2. Retrieves medical form of patient 2.3. Conducts physical assessment and history taking. Takes vital signs and records all findings and care given to the patient	None	5 – 10 Minutes	Medical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Medical management and chair side health teaching done by Medical Staff	none		
3. Accomplishes Issuance of Medicine Form	3.1. Issues medicines if available at the clinic and gives necessary advice on medicines issued	none	3 minutes	Medical Staff
	3.2. Records medical management done to patient on Clinical Health Record form	none	3 Minutes	
TOTAL		None	12-17 Minutes	



3. Medical Examination and Issuance of Medical Certificate

This is to determine the state of a person's health, identify risk factors for disease, and devise strategies for disease prevention. A medical certificate or a physician's certificate is a statement which attests to the result of a medical examination of a patient. It can serve as a sick note (documentation that an employee is unfit for work) or evidence of a health condition.

OFFICE	HSU (Medical)
CLASSIFICATION	Simple (normal days) Complex (during enrollment, OJT, Practice Teaching Medical Clearance, etc.)
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	Students (Undergraduate & Graduate) and Staff of MPSPC
WHERE TO SECURE	Health Services Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE:
<ul style="list-style-type: none"> Medical Examination (New Patient/Client) Validated School ID. Fills up Medical Forms (Physical/Medical Examination Form etc.) 	<ul style="list-style-type: none"> Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to HSU The Clients records required entries at HSU Logbook as follows: <ul style="list-style-type: none"> Full name Course and Curriculum year Purpose of Visit Signature 	1. The HSU personnel reviews the entries of the student in the SSDO logbook, check valid ID	None	1 minute	Medical Staff
2. Accomplishes medical/ physical examination form and processes required laboratory and radiology request	2.1. First year and Fourth Years/ OJT Students – Staff issues Medical Examination form with Laboratory Request Forms to be processed by the patient 2.2. Off Campus Activity – Issues Physical Examination Form and Check Availability of School Physician	Depends on the Fee Charges of Laboratory Facilities and Required Lab Exams	Case to case	Nurse



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Presents Laboratory/ Radiology Results Required with completed Medical/ Physical Examination Forms	3. Checks completeness of data required in Medical Forms & Complete laboratory and radiology results/ Reading	none	1 minute	Client
4. Medical/ Physical Examination of Students	<p>4. Checks availability of School Physician:</p> <p>AVAILABLE – Conducts Physical Assessment and Medical Examination.</p> <p>NOT AVAILABLE – Schedules Client for the next visit of Physician or if Medical Certificates are needed immediately, advises clients to have their Medical Examination at Hospital or other facilities with a Physician</p>	none	5 – 15 minutes/ Case to Case	Physician & Nurse
5. Accomplishes Issuance of Medicine Form	5. Issues medicines prescribed by the Physician if available at the clinic and gives necessary advice on medicines issued and Record	none	3 minutes	Nurse
6. Submits Medical Certificate	6. Issues Medical certificate and advises the Client to keep original Medical Certificate for future use (Medical Certificate are Valid for 1 year after Medical Examination).	none	2 Minutes	Nurse
TOTAL	Dependent of the Lab Fee Charges		12-22 Minutes	



4. Medical Health Emergency Management

The early identification of a medical emergency and subsequent management that is helpful to save the patients life and to prevent irreversible consequences.

OFFICE		HSU (Medical)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students (Undergraduate & Graduate) and Staff of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• School ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient was Brought to HSU (Conscious/ Unconscious) Need Emergency Medical Management	1. Assesses Patient Medical Management Identifies the patient thru School ID or thru Patients Company: OLD STUDENT – Retrieves client’s record and does record management NEW STUDENT – Undertakes record management with client and interviews the client for personal information	none	Depends on the Recovery of Patient	Medical Staff
2. Needs Referral	2. Accomplishes referral slip form to Hospital and advises the client to return to HSU the Hospital Return Slip. Requests for transport to hospital Accompanies patient to be referred for endorsement Returns to HSU for proper recording and reporting	none	3 Minutes	Medical Staff
TOTAL		None	Case to case bases	



DENTAL UNIT

1. Dental Examination (Dental Certificate)

Process allows the Dentist to check cavities and gum diseases or other diagnostic procedures to be performed. It includes checking of face, neck, and mouth abnormalities.

OFFICE		Health Services Unit- Dental Clinic		
CLASSIFICATION		Simple		
TYPE O TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students and Staff of MPSPC (Undergraduate and Graduate School)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Official ID issued by the School				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents school ID and writes name in the client logbook.	1. Receives ID for validation	None	2 minutes	Dental Staff
2. Accomplishes Individual Dental Record form	2. Provides dental clinical record form and assists the client in filling up. Proceeds to retrieval of records	None	5 minutes	Dental Staff
3. Undergoes oral examination	3. The dentist proceeds with the oral examination and performs necessary dental procedures. The dentist employs chair side counseling on how to maintain good oral hygiene.	None	15 minutes 5 minutes	Dentist
4. Waits for the issuance of the Dental Certificate	4. The dentist signs and issues the dental certificate after the oral examination.	None	30 minutes	Dentist
5. The client accomplishes the client evaluation form	5. Instructs the client to fill-up the client evaluation form and drop in evaluation box.	None	1 minute	Dental Staff
Total		None	60 minutes	



2. Dental Operation Procedure

This is to establish and maintain standard and systematic procedures in the conduct of Dental Services and activities that includes Oral Prophylaxis, Tooth extraction, and referral of client.

OFFICE		Health Services Unit- Dental Clinic		
CLASSIFICATION		Simple		
TYPE O TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students and Staff of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Official ID issued by the School 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents school ID and writes name in the client logbook.	1. Receives ID for validation	None	2 minutes	Dental Staff
2. Accomplishes Individual Dental Record form	2. Provides Dental Clinical record form and assists the client in accomplishing form Proceeds to retrieval of records.	None	5 minutes 2 minutes	Dental Staff
3. Consults the Dentist; indicates complaints, or requests procedure the client would want to avail	3. Assesses and examines the oral condition of the client. Issues necessary medication (Antibiotics and pain reliever) In serious cases like oral cancer, issues referral for further diagnosis.	None	10 minutes	Dentist



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Schedules appointment and selects date and time for appointment	4. Schedules the treatment that the client would want to avail (Oral Prophylaxis, Tooth extraction)	none	3 minutes	Dentist/Dental Staff
5. Treatment Oral Prophylaxis	5. Oral scaling and polishing removal of stains and food debris.	none	30 minutes	Dentist
Tooth Extraction	Tooth extraction for unsavable carious tooth. Gives medication needed after extraction Records treatment done to client's dental clinical record	none	Case to case basis 3 minutes	Dental staff
6. Accomplishes client evaluation form		none	2 minutes	Dental Staff
TOTAL		None	57 minutes/ Case to case basis	



1. Enrollment for all Students (Face-to-face)

OFFICE		Admissions Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Old Students of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Issued School ID Last Semester Grades 		<ul style="list-style-type: none"> Issued School ID Last Semester Grades 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student secures enrollment form from the specified enrollment area	1. The enrolment in-charge issues enrolment form	none	1 minute	SSC officers
2. Accomplishes enrollment form and have it approved by the Department Chairperson	2. The enrolment in-charge checks admission requirements (for new students) and approve the enrolment form	none	8 minutes	Departmental faculty
3. Submits approved enrollment form (actual processing of enrollment form)	3. The Registrar's office re-checks the completeness of the admission requirements Inputs the subjects in the system Prints and issues enrolment forms	none	2 minutes	Enrolment in-charge
TOTAL		None	11 Minutes	



2. Issuance of Official Transcript of Records and Transfer Credentials

OFFICE	Admissions Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Government to Citizen			
WHO MAY AVAIL	Students or any authorized representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished clearance for OTR	Duly accomplished clearance for OTR			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets clearance form and secures required signatories	1. The Admission Office staff issues clearance	SSC and school paper Fee	2 minutes	Admissions Office staff
2. Submits accomplished clearance for OTR	2. The Admission Office staff checks clearance and receipts Issues claim stub for claiming the requested documents	OTR Fee Undergrad P50/ page Advance Education P100/page	1 minute	Admissions Office staff/ Cashiering Office staff
3. Actual Preparation of OTR/ Transfer Credentials requested (for regular days during and after enrollment and graduation period)	3. The Admission Office staff prepares the requested documents then notifies the client through text message.	none	10 minutes	Admissions Office staff
4. Presents claim stub/ authorization letter	4. The Admission office staff issues requested document	Documentary Stamp - P20.00	3 minutes	Admissions Office staff
TOTAL	Undergrad ₱70.00 Advanced Education ₱120.00			
			Case to case bases	



3. Issuance of Diploma

OFFICE		Admissions Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students or any authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid IDs or authorization letter presented by a representative		Administration Building, First Floor, Admission Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For unclaimed diploma: client presents valid ID and authorization letter together with a valid ID if claimed through a representative	1. The Admission Office staff checks the ID/ authorization letter presented before issuance of diploma	none	3 minutes	Admissions Office staff
2. For replacement of lost diploma: submits letter of request addressed to the College President, affidavit of lost and receipt of diploma fee	2. The Office of the President receives and approves the requests.	Diploma Fee P150.00	1 day	Office of the President staff
3. Prepares requested document for signature	3. The Admission Office staff prepares the requested document	none	5-10 working days	Admissions Office staff
4. Presents claim stub and valid ID (and authorization letter together with a valid ID if claimed through a representative)	4. The Admission Office staff issues the diploma	none	3 minutes	Admissions Office staff
TOTAL		₱150.00	Case to case bases	



4. Issuance of Certification, Evaluation, and Authentication of OTR & Diploma

OFFICE		Admissions Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students or any authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid IDs or authorization letter presented by a representative		Administration Building, First Floor, Admission Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client pays at the Cashier's Office for documents being requested	1. The Cashier's Office staff issues receipt of documents being requested	Certification Fee - P25.00 Authenticata-tion Fee - P20.00 for 5 sets of document being authenticated	2 minutes	Cashiering Office staff
2. Presents official receipt	2. The Registrar's Office staff prepares and issues the requested documents	none	3 minute	Admissions Office staff
TOTAL		₱45.00	5 Minutes	



5. Issuance of Grade Slip

OFFICE		Admissions Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students or any authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid IDs or authorization letter presented by a representative		Administration Building, First Floor, Admission Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents issued school ID card for walk-in clients (not applicable for those who are in queue)	1. The Registrar's Office staff prints & issues the grade slip of the students	none	3 minutes	Admissions Office staff
TOTAL		None	3 Minutes	



Registration during Extraordinary Time

a. Enrollment Services through SMS/Call

OFFICE		Admissions Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students or any authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grades from previous semester/Entrance credentials		Administration Building, First Floor, Admission Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Texts or calls the hotline number	1. The Admissions Office staff accepts the call or text of student	none	2 minutes	Student
2.Provides/verifies necessary information	2. Evaluates the scholastic records of old students Asks the personal information of new students	none	13 minutes	Admission Office staff
3. Waits for the notification/ confirmation of registration	3. Inputs the subject in the system and registers Notifies the student thru a text message for the confirmation of enrolment	none	5 minutes	Admission Office staff
TOTAL		None	20 Minutes	



Registration during Extraordinary Time

b. Enrollment Services through E-mail

OFFICE	Admissions Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	Government to Citizen			
WHO MAY AVAIL	All Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Grades from previous semester/Entrance credentials	Administration Building, First Floor, Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends an e-mail to the Admissions office	1. The Registrar's Office staff responds to the student's e-mail	none	2 minutes	Admission Office staff
2. Provides/verifies necessary information	2. The Registrar's Office staff evaluates the scholastic records of old students The Registrar's Office staff asks for the personal information of the new student	none	13 minutes	Admission Office staff
3. Waits for the notification/ confirmation of registration	3. The Registrar's Office staff registers/enrolls the student and e-mails the assessment form	none	5 minutes	Admission Office staff
TOTAL		None	20 Minutes	


Registration during Extraordinary Time
c. Enrollment Services through Mobile/Community Based

OFFICE	Admissions Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Government to Citizen			
WHO MAY AVAIL	All Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Grades from previous semester/Entrance credentials	Administration Building, First Floor, Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Students checks and signs the pre-enrollment form for confirmation *If student has queries, he/she may not sign the pre-enrolment form	1. The enrolment in-charge issues the pre-enrollment form	none	5 minutes	Student
2. Receives the accomplished pre-enrollment form	2. The Registrar's Office staff receives the pre-enrollment form. Checks the admission requirements (new student)	none	1 minute	Admissions Office staff
3.Waits for the next step	3. Inputs the subjects in the system	none	5 minutes	Admissions Office staff
4. Obtains notification thru text for confirmation of registration/enrollment	4. Notifies the student thru text for confirmation of the enrolment	none	5 minutes	Admission Office staff
TOTAL		None	16 Minutes	



Registration during Extraordinary Time

d. Enrollment for New Students (Online Registration)

OFFICE	Admissions Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Government to Citizen			
WHO MAY AVAIL	New Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Entrance Credentials	Administration Building, First Floor, Admission Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client logs in to www.mpspc register.online		none	1 minute	Student
2.Clicks online services		none	1 minute	Student
3. Goes to online registration		none	1 minute	Student
4. Provides all the information in all the required fields of the registration form	4. Inputs the subjects in the system	none	10 minutes	Admission Office staff
5. Receive a text message from the Admissions Office for the confirmation of registration (In case no confirmation is received, client calls the hotline numbers of the Admissions Office)	5. The Registrar's Office staff notifies the student thru text for confirmation of the enrolment	none	3 minutes	Admission Office staff
6. Submits the admission requirements on or before the start of classes	6. Confirms the student enrolment	none	1 minute	Student
TOTAL		None	17 Minutes	



1. Guidance and Counseling

Counseling is the heart of the guidance work and the core of the guidance program. It is aimed at assisting the individual to understand him/herself; gain deeper awareness of one's problems, situations, circumstances and concerns. It leads the individual to make intelligent decisions; define goals in life and helping the person become self-sufficient and mature individual at his/her option/choice.

OFFICE		Office of Guidance & Counseling		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students and employees of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Student's and Employee's ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student or employee presents their school identification card1.	1. Interviews the clients and may proceed on the counseling process as assessed. Guidance Counselor may also refer the client to an office or other agency if needed as assessed.	none	1 st session: 10 – 15 minutes 2 nd session: 20 minutes – 1 hour	Guidance counselor
TOTAL		None	Case to case bases	



2. Psychological testing

Testing is available to students and other clients who want to further explore themselves scientifically in terms of IQ, EQ, interests, Aptitude and Personality. Testing is intended for educational placement, decision making and intervention purposes. Aptitude test and interest inventory is conducted to incoming first years. This is to determine their capability to cope with the academic requirements and to reconcile with their interest. It is basically intended to develop intervention program for student.

OFFICE		Office of Guidance & Counseling		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
WHO MAY AVAIL		Students and employees of MPSPC, MPSPC employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Student's and Employee's MPSPC ID If outside agency or office: Communication letter/request letter addressed to the College President. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student or employee presents their school identification card	1. Administers, scores, interprets, and discusses the psychological test with the client/s.	100.00 Admission Test fee of incoming freshmen	Administration: 30 minutes to 3 hours. Scoring & interpretation: 10 minutes per client and per test. Discussion: 15 – 30 minutes	Guidance counselor and Psychometrician
TOTAL		₱ 100.00	Case to case bases	



3. Individual inventory

Individual inventory is a continuous process of collecting, accumulating, interpreting and recording information about each student (both undergraduate and graduate students). It provides data on the following: home and family background, personal concerns, scholastic progress, test results, services and procedures availed from the guidance office.

OFFICE			Office of Guidance & Counseling	
CLASSIFICATION			Simple	
TYPE OF TRANSACTION			G2C-Government to Citizen	
WHO MAY AVAIL			Students of MPSPC	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Student's MPSPC ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents school ID	2. Provides the individual inventory form and allows the client to fill in the form	none	10 – 15 minutes	Guidance counselor and Psychometrian
TOTAL		None	10-15 Minutes	



4. Follow-up

The students who are provided with particular guidance and counseling services like information, placement, referral or training are followed up to determine if the services provided were worth it, to assess benefits if there are any or to determine additional services needed. Tracer studies are done in collaboration with other units of the college to find out where college leavers and graduates may have landed in and to determine further needed services

OFFICE		Office of Guidance & Counseling		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students and employees of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Student's and Employee's ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student or employee returns to the office as scheduled during the latest counseling session	2. Guidance counselor interviews the clients and may proceed on the counseling process as assessed.	none	Case to case bases	Guidance counselor
TOTAL		None	Case to case bases	



5. Information Service

Information service is provided in different forms such brochures which are distributed to the students and/or posted in the bulletin boards, group guidance, seminars, conferences with parents or teachers, enhancement or group dynamic activities, addressing inquiries of visitors and/or clients. Information has to be updated so as to address the needs of the students and employees.

OFFICE		Office of Guidance & Counseling		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students of MPSPC		
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
<ul style="list-style-type: none"> Student's ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student or employee presents school identification card	1. Guidance personnel provides related and necessary information as available in the guidance office such as school policies, brochure, booklet needed by student. Guidance Counselor also provides personality enhancement lectures as scheduled with group of students	none	30 seconds 1 to 2 hours	Guidance personnel
TOTAL		None	1 to 2 hours	



1. Issuance of Serial Number Walk-in and Referred

(Serial Number is the combinations of numbers applied by the NSTP office to CHED, that served as an identification of students about NSTP matters)

OFFICE			Office of Guidance & Counseling	
CLASSIFICATION			Simple	
TYPE OF TRANSACTION			G2C- Government to Citizen	
WHO MAY AVAIL			Students of MPSPC	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Student's ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents student ID / hand carries letter (for representative with ID)	1. Processes the issuance of certification until it will be released	Payment of required fee at the cashier office	1-5 minutes	NSTP Personnel
TOTAL	Payment of required fee at the cashier office		1-5 Minutes	



2. Blood Donation services

This is a voluntary services made by the NSTP students most dominated by the ROTC cadets donated their blood to those patients who are in need.

OFFICE		NSTP Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Students to civilian		
WHO MAY AVAIL		Any civilians who are in need		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter 		<ul style="list-style-type: none"> DMST office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Civilians submit request letter	1. The office informs voluntary cadets who are available to donate bloods for patients needing blood	none	10 minutes	NSTP personnel and DMST personnel
2. Accomplishes request form in the absence of an official letter	2. Informs the OSA Executive Director about the voluntary blood donation The Personnel of the DMST accompanies the volunteer cadets to the hospital			
Total		None	10 Minutes	



3. NSTP requested services and Activities

This includes clean up drive, tree planting and other activities)

OFFICE		NSTP Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		Government / Students to civilian organization and agencies		
WHO MAY AVAIL		Any person, organization, and agencies who are in need with services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter 		<ul style="list-style-type: none"> NSTP Office/ROTC office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Civilians submit request letter either to the NSTP office, DMST Office or to the Office of the President	1. Informs and organizes the students needed for the trainings, as man power of tree planting, clean up drive and other activities Informs the OSA executive Director about the activity	none	10 minutes	NSTP personnel and DMST personnel and other concern agencies and individual needed
TOTAL		None	10 Minutes	


1. Borrowing of Sports Equipment

OFFICE		Sports and Athletics Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
WHO MAY AVAIL		Students & Employees of MPSPC, other Agencies or Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> School ID/Employee ID/Request Letter 		<ul style="list-style-type: none"> Sports and Athletics Unit, 5th Floor Academic Building 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	SAU Staff
2. Presents School ID/Employee ID/Request letter	2. Receives, verifies, and validates the presented Identification Card or request letter	none	30 seconds	SAU Staff
3. Accomplishes the Borrower's Slip	3. Assists the client in filling out the borrower's slip	none	1 minutes	SAU Staff
4. Accepts the Equipment	<p>4. Checks the availability of the equipment to be borrowed/ requested then put a tick mark on the item/s that is not available and inform the borrower/client of the unavailability of the item</p> <p>Once the client agrees to borrow the available item, both shall confirm the transaction by signing in the Borrower's Slip and then releases the item to the borrower</p>	none	5 minutes	SAU Staff
5. Accomplishes the client evaluation form	5. Assists the client in accomplishing the form and drops the form into the drop box	none	1 minute	SAU Staff
TOTAL		None	8 Minutes	



2. Returning of Sports Equipment

OFFICE		Sports and Athletic Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
WHO MAY AVAIL		Students & Employees of MPSPC, other Agencies or Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> School ID/Employee ID/Request Letter 		<ul style="list-style-type: none"> Sports and Athletics Unit, 5th Floor Academic Building 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	SAU Staff
2. Presents School ID/Employee ID	2. Verifies the Identification Card	none	30 seconds	SAU Staff
3. Returns the borrowed equipment	3. Checks the item/s if there is no damage before accepting it Fills in the remarks in the borrower's slip for returned and functional *If the item is damaged or lost, requires the borrower to change/replace the item with the same specification 3 – 5 days thereafter. If the borrowed item is not returned on the specified date, notify the borrower to return the item to ensure that the said item will be available to other users.	None	2-5 minutes	SAU Staff
4. Accomplishes the client evaluation form	4. Assists the client in accomplishing the form and drops the form into the drop box	none	1 minute	
TOTAL		None	4-7 Minutes	



3. Selection of Varsity Players

OFFICE		Sports and Athletic Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
WHO MAY AVAIL		Students of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE:		
<ul style="list-style-type: none"> School ID First Time Applicant: Assessment form for the current semester Returning Applicant: Assessment for the current semester and certificate of grades for the previous semester 		Sports and Athletics Unit, 5th Floor Academic Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	SAU Staff
2. Receives the application form	2. Issues the application form and advises the student to fill in all information asked in the form and return it together with the documentary requirements before the identified deadline	none	1 minute	SAU Staff
3. Returns the application form	3. Receives and checks the filled out application form together with the documentary requirements and inform the student to wait for the schedule of try out which will be posted at the bulletin board Consolidates all application and Schedules try. Posts the schedule of try out in the bulletin board	none	3 minutes	SAU Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attends/ participates in the try-out	<p>4. Conducts try-out and assess the performance of applicant/s</p> <p>Posts in the bulletin board the final list of qualified athlete/s and notes to report to the designated coach for the schedule of training</p>	none	Case to case basis	SAU Director, coordinator and designated coach
5. Attends and participates in the regular trainings and programs	5. Trains and monitors the attendance and performance of the qualified athlete/s	none	Case to case basis	Designated coach
6. Joins or competes in local, regional, national and other invitational sports events	6. Accompany and coach the athlete/s every competition	none	Case to case basis	SAU Director, coordinator, designated coach
7. Receives benefit	<p>7. Prepares endorsement of incentive claims of winning athlete/s to OSA and higher authorities for approval</p> <p>Submits qualified athletes for institutional scholarship to the Scholarship and Grants Office and endorses to the OSA the graduating athletes for the award of recognition</p>	none	Case to case basis	SAU Director, coordinator, SAU staff
TOTAL		None	Case to case basis	



4. Selection of Coaches

OFFICE		Sports and Athletics Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G- Government to Government		
WHO MAY AVAIL		Interested Employees of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Employee ID Letter of intent Certificates related to the event applying for BLS certificate 		Sports and Athletics Unit, 5th Floor Academic Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	SAU Staff
2. Receives the application form	2. Issues the application form and advices the student to fill in all information asked in the form and return it together with the documentary requirements before the identified deadline	none	1 minute	SAU Staff
3. Returns the application form	3. Receives and reviews the filled out application form together with the documentary requirements and Inform the employee of the screening process Consolidates all application and Schedules screening	none	3 minutes	SAU Staff

SPORTS AND ATHLETIC OFFICE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives notification of the result of the screening	<p>4. Notifies the qualified coach and endorses her/him to the Executive Director for Student Affairs</p> <p>The Executive Director for Student Affairs endorses the qualified employee to the College President for the release of Special Order</p>	none	Case to case basis	SAU Director and Sports coordinator, OSA Executive Director, College President
5. Submits training program, attends meetings, conducts try-outs and trains athletes	5. Approves, assists, and monitors the training program, attendance and coaching skills of the coach during regular trainings	none	Case to case basis	SAU Director and Staff
6. Coaches the athletes in local, regional, national and other invitational sport events	6. Endorses and assists the coaches and athletes in local, regional, national and other invitational sport events	none	Case to case basis	SAU Director, coordinator, designated coach
7. Submits Narrative/ Terminal Report	7. Receives, approves and endorses the Narrative/Terminal report to the Office of the OSA Executive Director	none	Case to case basis	SAU director, coordinator, SAU staff, and OSA Executive Director
TOTAL		None	Case to case basis	



5. Scholarship Application for Varsity

OFFICE			Sports and Athletic Office		
CLASSIFICATION			Simple		
TYPE OF TRANSACTION			G2C- Government to Citizen		
WHO MAY AVAIL			Students of MPSPC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ul style="list-style-type: none">School IDCertificate of grades for the previous Semester			Sports and Athletics Unit, 5th Floor Academic Building		
Client Steps	Agency	Action	Fees to be Paid	Processing Time	Person Responsible
1. Registers in the logbook	1. Reviews entries		none	30 seconds	SAU Staff
2. Receives the application form	2. Issues the application form and advises the student to fill in all information asked in the form and return it together with the documentary requirements before the identified deadline		none	1 minute	SAU Staff
3. Returns the application form	3. Receives and validates the filled out application form together with the documentary requirements Consolidates all applications together with the documentary requirements and turns them over to the designated coach after the deadline The coach screens, signs and endorses the final list of qualified scholars to the SAU Director		none	Case to case basis	SAU Staff and designated coach
4. Receives notification of the result of the scholarship application	4. Informs the applicant of the result of the scholarship application Signs the application form and endorses the qualified applicants to the Scholarship and Grants Office for further action		none	Case to case basis	SAU Director and Coordinator for Scholarship and Grants
Total			None	Case to case basis	



6. Using the Fitness Gym

OFFICE		Sports and Athletics Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
WHO MAY AVAIL		Students & employees of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> School ID/Employee ID 		<ul style="list-style-type: none"> Sports and Athletics Unit, 5th Floor Academic Building 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	Training Assistant
2. Presents School ID/ Employee ID	2. Receives, verifies and validates the presented Identification Card	none	30 seconds	Training Assistant
3. Fills out the Fitness Center Form	3. Assists the client in filling out of the Fitness Center Gym	none	1 minutes	Training Assistant
4. Be interviewed	4. Interviews the client Asks questions about illnesses the client may have as basis of the trainer in making his/her program Let the client measure their vital statistics, height and weight	none	5 minutes	Training Assistant
5. Familiarizes the Equipment	5. Introduce gym equipment, its proper usage and what body part it will develop Let the client have a try on the equipment after introducing it	None	Case to case basis	Training Assistant
6. Works - out	6. Assists the Client during the work – out Monitors the client's body development every month		Case to case basis	Training Assistant
7. Fills up the client evaluation form	7. Assists the client in accomplishing the form and drops the form into the drop box	none	1 minute	Training Assistant
TOTAL		None	Case to case basis	



1. Borrowing of Performing Arts Equipment

OFFICE		Performing Arts Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G-Government to Government		
WHO MAY AVAIL		Students & Employees of MPSPC, other Agencies or Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> School ID/Employee ID/Request Letter 		<ul style="list-style-type: none"> Performing Arts Unit, 5th Floor Academic Building 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	PAU Staff
2. Presents School ID/Employee ID/Request letter	2. Receives, verifies, and validates the presented Identification Card or request letter	none	30 seconds	PAU Staff
3. Fills out the Borrower's Slip	3. Assists the client in filling out the borrower's slip	none	1 minutes	PAU Staff
4. Accepts the Equipment	<p>4. Checks the availability of the equipment to be borrowed/requested then put a tick mark on the item/s that is not available and informs the borrower/client of the unavailability of the item</p> <p>Once the client agrees to borrow the available item, both shall confirm the transaction by signing in the Borrower's Slip and then releases the item to the borrower</p>	none	5 minutes	PAU Staff
5. Fills up the client evaluation form	5. Assists the client in accomplishing the form and drops the form into the drop box	none	1 minute	PAU Staff
TOTAL		None	8 Minutes	



2. Returning of Performing Arts Equipment

OFFICE		Performing Arts Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government		
WHO MAY AVAIL		Students & Employees of MPSPC, other Agencies or Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> School ID/Employee ID/Request Letter 		Performing Arts Unit, 5th Floor Academic Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	PAU Staff
2. Presents School ID/ Employee ID	2. Verifies the Identification Card	none	30 seconds	PAU Staff
3. Returns the borrowed equipment	3. Inspects the item/s if there is no damage before accepting it Fills in the remarks in the borrower's slip for returned and functional. *If the item is damaged or lost, require the borrower to change/ replace the item with the same specification 3 – 5 days thereafter. If the borrowed item is not returned on the specified date, notify the borrower to return the item to ensure that the said item will be available to other users.	None	2-5 minutes	PAU Staff
4. Fills up the client evaluation form	4. Assists the client in accomplishing the form and drops the form into the drop box	none	1 minute	
TOTAL		None	7 Minutes	


3. SELECTION OF STUDENT PERFORMER

OFFICE		Performing Arts Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen		
WHO MAY AVAIL		Students of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> School ID First Time Applicant: Assessment form for the current semester Returning Applicant: Assessment for the current semester and certificate of grades for the previous semester 		Performing Arts Unit, 5th Floor Academic Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	PAU Staff
2. Receives the application form	2. Issues the application form and advises the student to fill in all information asked in the form and return it together with the documentary requirements before the identified deadline	none	1 minute	PAU Staff
3. Returns the application form	3.1. Receives and validates the filled out application form together with the documentary requirements and inform the student to wait for the schedule of try out which will be posted at the bulletin board 3.2. Consolidates all application and Schedules try-out 3.3. Posts the schedule of try out in the bulletin board	none	3 minutes	PAU Staff
4. Attends/ participates in the try-out	4. Conducts try-out and assess the performance of applicant/s	none	Case to case basis	PAU Director, and designated Coach/Adviser



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1. Posts in the bulletin board the final list of qualified performers and notes to report to the designated Coach/ Adviser for the schedule of training			
5. Attends and participates in the regular trainings and programs	5. Trains and monitors the attendance and performance of the qualified performers	none	Case to case basis	Designated Coach/Adviser
6. Joins or competes in local, regional, national and other invitational Performing Art events	6. Accompanies and coaches the performers every competition	none	Case to case basis	PAU Director, Designated Coach/ Adviser
7. Receives benefit	<p>7. Prepares endorsement of incentive claims of winning performer/s to OSA and higher authorities for approval</p> <p>Endorses qualified performers for institutional scholarship to the Scholarship and Grants Office</p> <p>Endorses to the OSA the graduating performers for the awards and recognition</p>	none	Case to case basis	PAU Director, PAU Staff
TOTAL		None	Case to case basis	



4. Selection of Coaches

OFFICE		Performing Arts Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G- Government to Government		
WHO MAY AVAIL		Interested Employees of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Employee ID Letter of intent Certificates related to the event applied for BLS certificate 		Performing Arts Unit, 5th Floor Academic Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	PAU Staff
2. Receives the application form	2. Issues the application form and advises the student to fill in all information asked in the form and return it together with the documentary requirements before the identified deadline	none	1 minute	PAU Staff
3. Returns the application form	3. Receives and reviews the filled out application form together with the documentary requirements and inform the employee of the screening process 3.1. Consolidates all application and schedules screening	none	3 minutes	PAU Staff
4. Receives notification of the result of the screening	4. Notifies the qualified coach and endorses her/him to the Executive Director for Student Affairs 4.1. The Executive Director for Student Affairs endorses the qualified employee to the College President for the release of Special Order	none	Case to case basis	PAU Director and Performing Arts coordinator, OSA Executive Director, College President



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submits Training Program, Attends Meetings, conducts try-outs and trains athletes	5. Approves, assists, and monitors the training program, attendance and coaching skills of the coach during regular trainings	none	Case to case basis	PAU Director and Staff
6. Coaches the athletes in local, regional, national and other invitational sport events	6. Endorses and assists the coaches and athletes in local, regional, national and other invitational sport events	none	Case to case basis	PAU Director, coordinator, designated coach
7. Submits Narrative/ Terminal Report	7. Receives, approves and endorses the Narrative/ Terminal Report to the Office of the OSA Executive Director	none	Case to case basis	PAU director, coordinator, PAU staff, and OSA Executive Director
TOTAL		None	Case to case basis	



5. Scholarship Application for Student Performers

OFFICE		Performing Arts Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Students of MPSPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Employee ID Letter of intent Certificates related to the event applying for BLS certificate 		Performing Arts Unit, 5th Floor Academic Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook	1. Reviews entries	none	30 seconds	PAU Staff
2. Receives the application form	2. Issues the application form and advises the student to fill in all information asked in the form and returns it together with the documentary requirements before the identified deadline	none	1 minute	PAU Staff
3. Returns the application form	3.1. Receives and validates the accomplished application form together with the documentary requirements 3.2. Consolidates all applications together with the documentary requirements and turns them over to the designated Coach/ Adviser after the deadline 3.3. The coach screens, signs and endorses the final list of qualified scholars to the PAU Director	none	Case to case basis	PAU Staff and designated Coach/ Adviser
4. Receives notification of the result of the scholarship application	4.1. Informs the applicant of the result of the scholarship application 4.2. Signs the application form and endorses the qualified applicants to the Scholarship and Grants Office for further action	none	Case to case basis	PAU Director and Coordinator for Scholarship and Grants
TOTAL		None	Case to case basis	



RESEARCH DEVELOPMENT AND EXTENSION



1. Inquiries on Research Matters

This includes the inquiries of faculty member, staff, and students relative to research matters.

OFFICE		Research Development and Extension Unit		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks/clarifies/verifies on research related concerns	1.1. Facilitates signing of client in the logbook	none	1-2 minutes	RDU staff
	1.2. Refers client to appropriate person for proper action	none	1-2 minutes	RDU staff
	1.3. Gives appropriate feedback	none	1-10 minutes	RDU staff
TOTAL		None	3-14 minutes	



2. Review/Evaluate of Research Proposals and Completed Research

This includes the inquiries of faculty member, staff, and students relative to research matters.

OFFICE		Research Development and Extension Unit		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government G2C - Government to Citizen		
WHO MAY AVAIL		MPSPC employees and students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits research proposal or completed [research for review	1.1. Facilitates signing of client in the logbook	none	1-2 minutes	RDU staff
	1.2. Receives, logs, and files the document/s	none	1-5 minutes	RDU staff
	1.3. Prepares and packages proposals for evaluation and review	none	2-3 days	RDU staff
	1.4. Conducts Research Proposal Review (RPR) or Agency In-House Review (AIHR)	none	2-3 days	RDU staff
	1.5. Receives and consolidates comments of evaluators	none	2 days	RDU staff
	1.6. Prepares communication of consolidated feedbacks of evaluators to concerned researchers for proper action	none	10 minutes	RDU staff
	1.7. Forwards communication and consolidated feedbacks to records section for routing to concerned researchers	none	2 minutes	RDU staff
TOTAL		None	6-8 Days	



EXTENSION UNIT

INTERNAL SERVICES

1. Regular Extension & Community Services

These are activities regularly conducted and identified in the polytechnic and departmental extension programs. Most of the activities under this area are conducted with the existing partners and are covered with Memorandum of Agreement or Memorandum of Understanding.

OFFICE OR DIVISION			Office of the Extension Unit		
CLASSIFICATION			Technical		
TYPE OF TRANSACTION			G2C- Government to Citizen		
WHO MAY AVAIL			G2G- Government to Government		
			G2B- Government to Business		
			MPSPC Extensionists		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Project/Activity Pre-implementation					
1. Submits Extension Project/ Activity Design	1.1. Facilitates signing of clients' logbook		none	1 minute	Community Affairs Assistant
	1.2. Reviews completeness of project/ activity design			10 minutes	Community Affairs Officer
2. Receives returned activity design if deficient for proper action	2.1. Provides feedback to proponent of activity design is incomplete then return it to the proponent		none	2 minutes	Community Affairs Officer
	2.2. Receives and records document to incoming communication log book		none	1 minute	Community Affairs Assistant
	2.3. Submits extension project/activity design to the extension director's office for proper action		none	1-2 working days	Extension Director

RESEARCH & EXTENSION DEVELOPMENT



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Routes extension project/activity design to the Learning and Development Office or to the proponent for proper action	none	2 minutes	Community Affairs Assistant
3. Coordinates with the Extension Unit on the implementation plan of extension activities	3.1. Obtains supplies and materials	none	2 minutes	Community Affairs Assistant
	3.2. Coordinated to target clients for the implementation of the activity	none	1 day	Community Affairs Assistant
Project/Activity Implementation				
4. Requests for technical assistance from the Extension Unit	4. Assists extension service implementer on registration, photo documentation and administration of pre and post evaluation of the activity	none	2 minutes	Community Affairs Assistant
Post Activity				
5. Prepares Terminal report of the Activity		none	7 Working Days after the implementation of activity	Clients/ Activity implementer
6. Submits Terminal Report	6.1. Reviews completeness of terminal report submitted	none	5 minutes	Community Affairs Officer
	6.2. If document are incomplete, returns to the clientele	none	2 minutes	Community Affairs Officer
7. Receives Terminal Report for completion	7. Receives, records and files the terminal reports	none		Community Affairs Assistant
	TOTAL	None	Dependent on the Activity	


EXTERNAL SERVICES
1. Walk-in Services

These are services for prospective partners or members of the existing partners who come for consultation regarding Extension Services of the College.

OFFICE OR DIVISION		Office of the Extension Unit		
CLASSIFICATION		Technical		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
WHO MAY AVAIL		Existing/Prospective Extension Partners of the College		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the visitors Logbook	1. In-Charge facilitates the signing of visitors' logbook. 1.2. In-charge refers the visitor to the appropriate staff/ personnel of his purpose	none	1-3 minutes	Community Affairs Assistant
2. Pre-consultation with extension staff/personnel regarding his / her concern Regarding: Training request and technical advisories Requests for IEC materials	2. Conducts pre-consultation meeting 2.1. Refers to appropriate expert pool/department for proper action 2.2. Provides IEC materials if available	none	1-5 minutes 5 minutes 1 minute	Community Affairs Officer/ Extension Director Community Affairs Assistant
3. Answers evaluation forms/clients' satisfaction rating	3. Conducts satisfaction rating survey	None	1-2 minutes	Community Affairs Assistant
TOTAL				



3. Preparation of Justifications

This includes the justifications on COA's audit Observation Memorandum, Notices of Suspension, Notices of Disallowances and other related issuances being required to the College

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request with complete supporting documents 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the letter of request and the completes attachments to the Legal Officer	1. Reviews, then conducts inquiry on the justification being requested	none	1 hour	Legal Officer
	1.1. Drafts the justification letter	none	1 hour	Legal Officer
2. Receives the justification letter	2. Releases the justification letter	none	5 minutes	
	TOTAL	None	2 hours and 5 minutes	



4. Drafting of Contracts

This includes the contracts involving the College

OFFICE OR DIVISION		Office of the President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G - Government to Government		
WHO MAY AVAIL		MPSPC employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> Pertinent data on the contract to be drafted 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits all the information needed for the drafting of the contract	1.1. Reviews then conducts inquiry regarding the contract to be drafted	none	1 hour	Legal Officer
	1.2. Drafts the justification letter	none	1 hour	Legal Officer
2. Receives the drafted contract	2. Releases the drafted contract	none	5 minutes	
TOTAL		None	2 hours and 5 minutes	



RESOURCES GENERATION & LINKAGES


1. Certification as to clearance from outstanding balances as a prerequisite in applying for Official Transcript of Record (OTR)

OFFICE		Production and Entrepreneurial Affairs		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to Citizen		
WHO MAY AVAIL		MPSPC Students		
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
<ul style="list-style-type: none"> ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Registrar's Office and apply for copy of OTR	1. Gives the Clearance form to the student	none	1 minute	ProdEA Staff
2. Obtain and accomplish the CLEARANCE FORM	2. Receives and checks balances of applicant	none	5 minutes	ProdEA Staff
3. Proceed to the Production & Entrepreneurial Affairs for the signing of clearance <i>If the applicant has outstanding balance, he/she will be required to settle his/her account</i> <i>If no outstanding balance, the clearance is signed</i>	3. Signs the clearance form if the applicant is cleared from his/her obligation	none	1 minute	ProdEA Staff
TOTAL		None	7 minutes	



2. Releasing of Checks to Suppliers / Claimants

OFFICE		Production and Entrepreneurial Affairs		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
WHO MAY AVAIL		MPSPC students, employees, suppliers and clients		
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
<ul style="list-style-type: none"> Valid ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Valid ID	1. Releases check and lets the client/claimant signs at "Box D"	none	2 minute	ProdEA Staff
2. Issues official receipt	2. Requires official receipt of payment.	none	2 minutes	ProdEA Staff
TOTAL		None	4 minutes	



3. Selling of Merchandise

OFFICE		Production and Entrepreneurial Affairs		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C-Government to Citizen G2G- Government to Government G2B-Government to Business		
WHO MAY AVAIL		MPSPC students, employees, suppliers and clients		
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Purchases / orders merchandise	1. Collects payment equivalent to the merchandise purchased and issues official receipt.	Depends on the price of the merchandise	2 minute	Collection Officer /Staff
TOTAL		—	2 minutes	



How to send a feedback	Answer the customer satisfaction and feedback form and drop it at the designated drop box of the office being visited.
How Feedback are processed	Every Fridays, the Events Management Office opens the drop box, compiles, then records all customer and feedback forms collected. Feedbacks are forwarded to the relevant offices for their appropriate action.
How to file a complaint	<p>In case of complaint, send us a written complaint addressed to the following:</p> <ul style="list-style-type: none"> • Office of the President, Bontoc, Mountain Province • Office of the Vice President for Academic Affairs Bontoc, Mountain Province • Office of the Executive Dean, Bontoc, Mountain Province • Office of the Executive Dean, Tadian, Mountain Province <p>You may also express your grievance through any of the following:</p> <ul style="list-style-type: none"> • Email your complaints to: <i>mpspc_op@yahoo.com</i> <i>mpspccashiersoffice@gmail.com</i> <i>mpspcregistrar@gmail.com</i> <i>mpspcssdo2015@gmail.com</i> • See the Head of Office you are transacting with.
How are complaints processed?	<p>Upon the receipt of the written/emailed complaint, investigation of the raised complaints is made. After which, the complaint is then forwarded to the relevant office for their explanation if warranted.</p> <p>In case of a formal investigation, the concerned office will create a report after the investigation and shall submit it to the head of agency for appropriate action. The concerned office will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the College through the email address and phone numbers provided in the contact information</p>
	<p>MPSPC: mpspc_op@yahoo.com 0927-773-7384</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

**How are complaints processed?**

Upon the receipt of the written/emailed complaint, investigation of the raised complaints is made. After which, the complaint is then forwarded to the relevant office for their explanation if warranted.

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Contact Information

MPSPC: mpspc_op@yahoo.com

0927-773-7384

PCC: 8888

CCB: 0908-881-6565

LIST OF OFFICES



OFFICE	ADDRESS	CONTACT NUMBER
OFFICE OF THE PRESIDENT		
Presidential Management Staff	Bontoc, Mountain Province	0908-395-9070
College/Board Secretary	Bontoc, Mountain Province	0929-332-3875
Institutional Quality Assurance Office	Bontoc, Mountain Province	0947-274-9695
Planning and Development Office	Bontoc, Mountain Province	0908-395-9070
Legal Office	Bontoc, Mountain Province	0961-256-4591
Management Information System	Bontoc, Mountain Province	0950-283-8384
College Engineer's Office	Bontoc, Mountain Province	0929-394-8896
Gender and Development Office	Bontoc, Mountain Province	0907-341-1434
ADMINISTRATION AND FINANCE SECTOR		
Accounting Office	Bontoc, Mountain Province	0908-3959-556
Cashiering Services Office	Bontoc, Mountain Province	0919-9913-380
Human Resources Management Office	Bontoc, Mountain Province	0998-518-0959
General Services Office	Bontoc, Mountain Province	0950-143-2280
Supply and Property Management Office	Bontoc, Mountain Province	0999-102-3655
Records and Archives Office	Bontoc, Mountain Province	0946-373-6293
Civil Security Services Office	Bontoc, Mountain Province	0907-4160-614
HIGHER EDUCATION SECTOR		
Executive Dean's Office (Bontoc Cam-	Bontoc, Mountain Province	0998-5380-952
Executive Dean's Office (Tadian Cam-	Tadian, Mountain Province	0917-8969-263
Office of the Graduate School	Bontoc, Mountain Province	0939-640-7782
Student Services and Development	Bontoc, Mountain Province	0907-5906-209
Scholarship and Grant Office	Bontoc, Mountain Province	0956-540-6393
Admission Office	Bontoc, Mountain Province	0910-8453-749
Library	Bontoc, Mountain Province	0929-7490-663
Health Services Office	Bontoc, Mountain Province	0950-7255-924
Dental Unit	Bontoc, Mountain Province	0928-5740-430
Guidance and Counselling Office	Bontoc, Mountain Province	0909-3200-865
National Services and Training Program	Bontoc, Mountain Province	0950-4430-0105
Sports and Athletic Office	Bontoc, Mountain Province	0949-302-8922
Performing Arts Office	Bontoc, Mountain Province	0912-469-6355
RESEARCH AND DEVELOPMENT SECTOR		
Research Unit	Bontoc, Mountain Province	0920-729-9923
Extension Unit	Bontoc, Mountain Province	0921-214-3964
RESOURCES GENERATION AND LINKAGES		
Resources Generation & Linkages	Bontoc, Mountain Province	0910-712-4742
Production & Entrepreneurial Affairs	Bontoc, Mountain Province	0917-391-2536



-  MPSPC Tadian Campus (Poblacion, Tadian, Mountain Province)
-  MPSPC Pracelis-Tadian Campus Extension (Bacarri, Paracelis, Mountain Province)
-  MPSPC Bontoc Campus (Poblacion, Bontoc, Mountain Province)
-  Cong. Victor S. Dominguez Research, Extension, and Production Complex (Ba-ang, Banao, Bauko, Mountain Province)