



Mountain Province State Polytechnic College

CITIZEN'S CHARTER

I. MANDATE

The College shall provide higher professional, technical and special instruction for special purposes and promote research and extension services, advanced studies and progressive leadership in agriculture, education, forestry, engineering, arts, sciences, humanities, and other fields as may be relevant

II. VISION

A preferred university of developmental culture and inclusive growth

III. MISSION

MPSPC shall produce globally competitive leaders molded from a tradition of excellence in instruction, research, effective governance, sustainable entrepreneurship. It shall share responsibility in ensuring the cultural vitality and well-being of the community.



GOALS AND OBJECTIVES

- ♦ Attain and sustain quality and excellence;
- ♦ Promote relevance and responsiveness;
- ♦ Broaden access and equity;
- ♦ Enhance efficiency and effectiveness; and,
- ♦ Develop harmony within the College, and with stakeholders and benefactors.

MAJOR THRUSTS OF THE COLLEGE H E R I T A G E

- H-** Hearty Approach to Management & Governance, & Transformational Leadership
- E-** Enriched Academic Programs
- R-** Relevant Student Services, Development, and Welfare Program
- I-** International and Local Linkages
- T-** Technology, Facilities, and Assets Enhancement Program
- A-** Aggressive Staff Development and Welfare Program
- G-** Gainful Resource Generation and Enterprise Development Program
- E-** Excellent Research and Relevant Extension Programs

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.



IV. Service Pledge

The officials of MPSPC do hereby earnestly commit to provide you, our clients 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 and 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 on the processes of the 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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I. CASHIERING SERVICES

1. Collection of Tuition and Other Fees
2. Issuance of Examination Permit
3. Disbursement of Salaries/Honorarium/
Refund/Allowances
4. Releasing of Cheques



1. Collection of Tuition and Other Fees

Office:		Cashiering Office		
Classification:		Simple		
Type of Transaction		Government to Citizen		
Who may avail:		Students, suppliers, and other government agencies		
Where to Secure:		Administration Building, First Floor, Cashiering's Office		
Checklist of Requirements:		Student's ID(s) / Clearance Form / Activity Permit		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents student ID / Permit / Clearance	Prints and gives official receipts	Payment of required fees	1-5 minutes	Collecting officer / staff
Total			1-5 Minutes	

2. Disbursement of Salaries/ Honorarium/ Refund/ Allowances

Office:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Regular and Contractual Employees		
Where to Secure:		Administration Building, First Floor, Cashiering Office		
Checklist of Requirements:		Employee's ID		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Employee presents ID	Disbursing Officer / staff gives salary and pay slip	None	1 minute	Disbursing officer / staff
Total		None	1 Minute	



3. Issuance of Examination Permit

Office:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students		
Where to Secure:		Administration Building, First Floor, Cashiering Office		
Checklist of Requirements:		Student's ID / Clearance Form/		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Student presents ID, clearance form for finals & pays the required fee for Prelims, Midterms & outstanding balance for finals	Prints and gives examination permit	None	1 minute	Collecting officer/staff
Total		None	1 Minute	



4. Releasing of Checks

Office:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen/Government		
Who may avail:		Students, employees, suppliers, and contractors		
Where to Secure:		Administration Building First Floor, Cashiering Office		
Checklist of Requirements:		Valid ID		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Client presents valid identification, submits official receipts for payment of equipment, supplies & materials, meals & snacks, & constructed buildings.	Cashier's Office staff releases cheque	None	2 minutes	Cashiering/ Disbursing Officer/staff
Total		None	2 Minute	



School Fees

Particulars	Amount
Tuition Fees:	
Undergraduate	₱208.00/Unit
Undergraduate Major Subjects (BSHM, BSTM, BSN)	₱315.00/Unit
Masteral	₱540.00/Unit
Doctoral	₱895.00/Unit
ROTC with RAATI Fee	₱387.00/Unit
CWTS/LTS	₱312.00/Unit
Miscellaneous Fee	
Entrance Fee– New Student	
Undergraduate	₱135.00/Semester
Graduate	
Admission Test Fee (New Student)	₱100.00
Medical/Dental Fee	
Undergraduate	₱50.00/Semester
Graduate	
Borrower's Card	₱20.00/Semester
Mutual Aid Fund	₱50.00/School Year
Athletic Fee	₱100.00/Semester
Cultural Fee	₱60.00/Semester
SCUAA Fee	₱100.00/Semester
Library Fee	₱300.00/Semester
School ID Card (New Students)	₱250.00
Validation Fee	₱25.00/Semester
Research Journal (Graduate School)	₱250.00/Semester

**School Fees**

Particulars	Amount
Laboratory Fees	
Science Laboratory	₱100.00/Subject
Computer Laboratory	₱500.00/Subject
Typing Laboratory	₱100.00/Subject
Shop Laboratory	₱100.00/Subject
Criminology Laboratory	₱100.00/Subject
HM/TM Laboratory	₱500.00/Subject
Other Fees	
Fine for spitting of Momma	₱500.00
Replacement of School ID Lace	₱34.00
Replacement of School ID Jacket	₱16.00
Replacement of School ID	₱225.00
Replacement of ID Validation Sticker	₱25.00
Spoilage	₱50.00
Lost Permit/Assessment	₱50.00
Student Services Fee	₱500.00
Certification Fee	₱25.00
Proposal Defense Fee	₱200.00
Comprehensive Exam Fee	₱200.00
Final Defense Fee	₱300.00
Approval Sheet	₱10.00/Page
Scanning Fee	₱50.00

**School Fees**

Particulars	Amount
Other Fees	
Evaluation Fee	₱25.00
Completion of Grades	₱25.00/Subject
Special Examination	₱50.00/Subject
Adding/Dropping/ Changing Fee	₱50.00/Subject
Late Registration	₱100.00
Diploma	₱150.00
Library Fines	₱5.00/ day
Graduation Package (Diploma Holder, Ribbon, Button Pin)	Computed based on the number of graduates
Affiliation Fee for Practice Teachers	₱600.00
Affiliation Fee, Make-up Duty & RLE Fee– BSN	Computed based on Actual Number of Enrollment
OJT Fee	₱500.00
Authentication Fee	₱20.00/5 copies/ document
Graduation Fee	
Undergraduate	₱300.00
Graduate	₱500.00
Rent of Toga	
Undergraduate	₱150.00
Graduate	₱500.00
OTR	
Undergraduate	₱50.00/Page
Graduate	₱100.00/Page
Driving Fee	₱3,950.00



II. ADMISSION SERVICES

1. Enrollment for All Students
2. Issuance of Official Transcript of Records and Transfer Credentials
3. Issuance of Diploma
4. Issuance of Certification, Evaluation and Authentication of OTR and Diploma
5. Issuance of Grade Slip

Registration During Extraordinary Time

1. Enrollment for Students through SMS/Call
2. Enrollment for Students through E- mail
3. Enrollment for all Students through Mobile/ Community Based Communication



1. Enrollment for All Students (Face to Face)

Office:		Admissions Office		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who may avail:		Old Students		
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> Issued School ID Last Semester Grades 			Administration Bldg. First Floor	
Client Steps	Agency Action	Fees to be paid	Pro-cessing Time	Person Responsible
1. Student secures enrollment form from the specified enrollment area	The enrolment in-charge issues enrollment form	None	1 minute	SSC officers
2. Accomplishes enrollment form and have it approved by the Department Chairperson	The enrolment in-charge checks admission requirements (for new students) and approve the enrollment form	None	8 minutes	Departmental faculty
3. Submits approved enrollment form (actual processing of enrollment form)	The Registrar's office re-checks the completeness of the admission requirements Inputs the subjects in the system Prints and issues enrollment forms	None	2 minutes	Enrolment in-charge
Total		None	11 Minutes	



2. Issuance of Official Transcript of Records and Transfer Credentials

Office:		Admission Office		
Classification		Simple		
Type of Transaction		Government to Citizen		
Who may avail:		Students or any authorized representative		
Checklist of Requirements			Where to Secure	
Duly accomplished clearance for OTR			Administration Bldg., First Floor	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client gets clearance form and secures required signatories	The Admission Office staff issues clearance	SSC and school paper Fee	2 minutes	Admissions Office staff
2. Submits accomplished clearance for OTR	The Admission Office staff checks clearance and receipts	OTR Fee Undergrad P50/ page	1 minute	Admissions Office staff/ Cashiering Office staff
	Issues claim stub for claiming the requested documents	Graduate School P100/ page		
3. Actual Preparation of OTR/Transfer Credentials requested (for regular days during and after enrollment and graduation period)	The Admission Office staff prepares the requested documents then notifies the client through text message.	None	10 minutes	Admissions Office staff
5. Presents claim stub/ authorization letter	The Admission office staff issues requested document	Documentary Stamp - P20.00	3 minutes	Admissions Office staff
Total			16 Min	



3. Issuance of Diploma

Office:	Admission Office			
Classification:	Simple			
Type of Transaction:	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	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	The Office of the President receives and approves the requests.	Diploma Fee P150.00	1 day	Office of the President staff
3.Prepare requested document for signature	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)	The Admission Office staff issues the diploma	None	3 minutes	Admissions Office staff
Total			P150.00	



4. Issuance of Certification, Evaluation and Authentication

Office:	Admissions Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students or any authorized representative			
Checklist of Requirements			Where to Secure	
Valid IDs or authorization letter if claimed through a representative			Administration Bldg., First Floor	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client pays at the Cashier's Office for documents being requested	The Cashier's Office staff issues receipt of documents being requested	Certification Fee - P25.00 Authentication Fee - P20.00 for 5 sets of document being authenticated	2 minutes	Cashiering Office staff
2. Presents official receipt	The Registrar's Office staff prepares and issues the requested documents	None	3 minute	Admissions Office staff
Total		None	5 Minutes	



5. Issuance of Grade Slip

Office:		Admissions Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students or any authorized representative		
Checklist of Requirements			Where to Secure	
Valid IDs or authorization letter if claimed through a representative			Administration Bldg., First Floor	
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)	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

1. Enrollment Services through SMS/Call

Office:		Admissions Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All students		
Checklist of Requirements:		Grades from previous semester/		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Texts or calls the hotline number	The Admissions Office staff accepts the call or text of student	None	2 minutes	Student
2. Provides/ verifies necessary information	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	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

2. Enrollment Services through E-mail

Office:		Admissions Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Students		
Checklist of Requirements:		Last semester grades/ Entrance credentials		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sends an e-mail to the Admissions office	The Registrar's Office staff responds to the student's e-mail	None	2 minutes	Student
2. Provides/verifies necessary information	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	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	



3. Enrollment Services (Thru Mobile/ Community Based)

Office:		Admissions Office		
Classification:		Simple		
Type of Transaction		Government to Citizen		
Who may avail:		All students		
Checklist of Requirements:		Grades from previous semester/		
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	The enrolment in-charge issues the pre-enrollment form	None	5 minutes	Student
2. Receives the accomplished pre-enrollment form	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	Inputs the subjects in the system	None	5 minutes	Admissions Office staff
4. Obtains notification thru text for confirmation of registration/enrollment	Notifies the student thru text for confirmation of the enrollment	None	5 minutes	Admission Office staff
Total		None	16 Minutes	



4. Enrollment for New Students (Online Registration)

Office:		Admission Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		New students (from Senior High School)		
Checklist of requirements				
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	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)	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	Confirms the student enrolment	None		Student
Total		None	16 Minutes	



III. ACCOUNTING OFFICE

1. Certification of Enrollment and Billing
2. Issuance of Statement of Account
3. Status of Claims and Payments
4. Certification as to Clearance from Outstanding Balances as a Prerequisite in Applying for Official Transcript of Record (OTR)



1. Certification of Enrollment and Billing

Office:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students or any authorized representative		
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> Valid IDs or authorization letter if claimed through a representative 			Administration Building, First Floor	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client pays at the Cashiering Office	Cashier's Office staff will issue the official receipt	P25.00	1-5 minutes	Cashiering Office staff
2. Proceeds to the Registrar's office and presents proof of payment (Official Receipt)	The Registrar's Office will prepare the certificate being requested	None	1 Minute	Admission Office staff
3. Obtains Certificate of Enrollment and billing duly signed by the Registrar		None	2 Minutes	Admission Office staff
4. Proceeds to the Accounting Office and presents the Certification of Enrollment and Billing	Certification of Enrollment and Billing will be countersigned by the Accountant	None	3 minutes	Accounting Office staff and Accountant
5. Receives Certificate of Enrollment and Billing after signing in the logbook.	The Accounting office staff will release the Certification of Enrollment and Billing	None	1 minute	Accounting Office staff
Total		₱25.00	8-12 Minutes	



2. Issuance of Statement of Account

Office:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students or any authorized representative		
Checklist of Requirements			Where to Secure	
Valid IDs or authorization letter if claimed through a representative			Administration Building, First Floor	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client pays at the Cashier's Office	Cashier's Office staff will issue the official receipt	P 25.00	1-5 minutes	Cashiering Office staff
2. Proceeds to the Accounting office and presents School ID and proof of payment (Official Receipt)	Receives the required document	None	1 minute	Accounting Office staff
3. Seeks for the issuance of statement of account	The Accounting Office staff will print the form then have it signed by the Accountant	None	3 minutes	Accounting Office staff and Accountant
4. Receives the form after signing in the logbook	Releases the form with the required document	None	3 minutes	Accounting Office staff
Total		P 25.00	8-12 Minutes	



3. Provide Information as to Status of Claims and Payment

Office:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students or any authorized representative		
Checklist of Requirements			Where to Secure	
Valid IDs or authorization letter if through representative			Administration Building First Floor, Accounting Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client asks permission from the counter and states the nature of his/her concern.	Accounting staff will verify from the accounting logbooks and book of accounts	None	5 minutes	Accounting Office staff
Total		None	5 Minutes	



4. Certification as to Clearance from Outstanding Balances as a Prerequisite in Applying for OTR

Office:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students or any authorized representative		
Checklist of Requirements			Where to Secure	
Valid IDs or authorization letter if claimed through a representative			Administration Building First Floor	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client proceeds to the Admission Office and applies for copy of OTR	Registrar's Office staff will issue a clearance form	None	2 minutes	Admission Office staff
2. Obtains and accomplishes the clearance form		None		Client
3. Seeks clearance from the required offices		None		Client
4. Proceeds to the Accounting Office for the signing of clearance • If the applicant has an outstanding balance, he/she will be required to settle his/her account. Otherwise the clearance will be signed.	Accounting office checks the record if the client has an outstanding balance	None	3 minutes	Accounting Office staff & Accountant
5. Receives the form after signing in the logbook.	Releases the Form	None	1 minute	
Total		None	6 Minutes	



IV. STUDENTS SERVICES AND DEVELOPMENT

A. Student Development Services

1. Processing of Certificate of Accreditation of Student Organizations
2. Processing of Activity Permits
3. Feedback and Redress Mechanism

B. Institutional Student Program and Services

1. Processing of Scholarships/Grants
2. Application/Validation of Identification Cards (IDS)

C. Guidance and Counseling Services

1. Guidance and Counseling
2. Psychological Testing
3. Individual Inventory
4. Follow-up
5. Information Service

D. Health Services

a. Medical Unit

1. Vital Signs Taking and Monitoring
2. Medical Consultation and Issuance of Medicines
3. Medical Examination and Issuance of Medical Certificate
4. Medical Health Emergency Management

b. Dental Unit

1. Dental Examination and Issuance of Dental Certificate
2. Dental Operation Procedure



A. Student Development Services

1. Processing of Certificate of Accreditation of Student Program

Office:	Student Services and Development Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students of MPSPC (Undergraduate and Graduate)
Where to Secure:	Academic Building, First Floor, Room No. 104

Checklist of Requirements:

NEW ORGANIZATION

- 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

- 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 JPIA Auditors Group)
 - 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
- * May be submitted after election of new officers*



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: •Full name •Course and curriculum year •Purpose of visit	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	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	5 minutes	SSDO staff
Total		None	6 Minutes	



2. Processing of Activity Permits

Office:	Student Services and Development Office (SSDO)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students or any authorized representative
Where to Secure:	Academic Building, First Floor, Room No. 104

Checklist of Requirements

- 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 log-book as follows: <ul style="list-style-type: none"> • Full name • Course and curriculum year • Purpose of visit 	The SSDO personnel review the entries and prepare 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	<ul style="list-style-type: none"> • Evaluates submitted documents; • 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, hands the other copies to the student officer • Puts on records approved Activity Permit for monitoring purposes • Keeps the SSDO copy of the approved Activity Permit 	None	20 minutes	SSDO staff
	Total	None	21 Minutes	

3. Feedback and Redress Mechanism

Office:	Student Services and Development Office (SSDO)
Classification	Simple
Type of Transaction	Government to Citizen
Who may avail:	Students and authorized representative
Where to Secure	Academic Building, First Floor, Room No. 104

Feedback

For comments and feedbacks, SSDO clients may fill out the Clients Evaluation of SSDO services available at the SSDO office. The duly accomplished Evaluation Form (SSDO Form No.05) may be submitted to the SSDO office or dropped in the designated suggestion boxes.

Redress

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 Director 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: • Full name • Course and curriculum year • Purpose of visit	The SSDO personnel reviews the entries of the student in the SSDO logbook and then directs him to take a seat and prepare documents for processing	None	1 minute	SSDO staff
2. Submits complaint in good form (triplicate) with required attachments	<ul style="list-style-type: none"> • Evaluates submitted documents; • 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 further. 			



B. Institutional Student Program and Services

Office:	Student Services & Development Office
Classification	Simple
Type of Transaction	Government to Citizen
Who may avail:	Students of MPSPC (Undergraduate and Graduate)
Where to Secure:	Academic Building, First Floor, Room No. 104

Checklist of Requirements

- First time scholars: scholarship award or certification and assessment form
- Incoming freshmen: copy of high school card, certificate of good moral character; certification as valedictorian or salutatorian and assessment form
- Current/returning MPSPC students: grade sheet for the last semester enrolled and assessment form
- Copy of NSO Birth Certificate for Dependents of MPSPC Employees
- DILG Certification for SK Officials and Barangay Officials' Dependents (Copy of NSO Birth Certificates for Dependents)
- School Paper published in the past semester for Tala, The Mocking Bird, Editor in Chief and Staff.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The student/ scholar records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Full name • Course and curriculum year • Purpose of visit • Signature 	The SSDO personnel reviews the entries of the student/ scholar in the SSDO logbook and directs the client to take a seat and checks in the List of Scholars (Submitted by each sponsor or recommending college personnel)	None	2 minutes	SSDO Staff



Client Steps	Agency Action	Fees Fees to be paid	Processing Time	Person Responsible
2. Client presents any of the following documents: <ul style="list-style-type: none"> Incoming freshmen: copy of high school card, certificate of good moral character; certification as valedictorian or salutatorian and assessment form First time scholars: scholarship award of certification and assessment form Current/ returning MPSPC students: grade sheet for the last semester enrolled and assessment form Fills out forms 	<p>The SSDO personnel reviews and verifies the documents submitted</p> <p>Issues Scholarship Application Form and instructs student to accomplish form and submits it to the SSDO personnel together with the required attachments</p> <p>The SSDO personnel reviews and verifies the Scholarship Application Form submitted together with its attachments</p> <p>The applications shall be forwarded to the College Scholarship Committee for appropriate action</p>	None	1 minute	SSDO staff
Total		None	3 Minutes	

2. Application/Validation of Identification Cards (IDs)

Office:	Student Services & Development Office				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Students of MPSPC (Undergraduate and Graduate)				
Where to Secure:	Academic Building, First Floor, Room No. 104				
Checklist of Requirements:					
ID Application (For New Students) <ul style="list-style-type: none">• Assessment Form duly stamped by the Guidance Office• Proof of payment of ID Fee (included under miscellaneous fees)• Completely filled-out ID application form			ID Application (For Old Students) <ul style="list-style-type: none">• Assessment Form duly stamped by the Guidance Office• Proof of payment of ID Fee (included under miscellaneous• Completely filled-out ID validation form• Existing Identification (ID) card		
Client Steps	Agency Action	Ac-	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">•Full name• Course and curriculum year•Purpose of visit•Signature	The SSDO personnel reviews the entries of the student in the SSDO logbook, checks proof of payment of ID Fee and then directs client o take a seat and prepare 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 Application/ Validation Form complete with all information required	<ul style="list-style-type: none"> • Checks completeness of ID application/ validation form • Takes picture of the student • prepares and edits ID template 	None	8 Minutes	SSDO staff
3. Signs on the electronic signature template	<ul style="list-style-type: none"> • Finalizes ID template of the student • Prints ID, attaches accessories and hands the ID to the student 	None	1 Minute	SSDO staff
Total		None	10 Minutes	



1. Guidance and Counseling

Office:		Guidance & Counseling Office		
Classification:		Simple		
Type of Transaction::		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		First Floor, Academic Building, Guidance and Counseling Office		
Checklist of Requirements:		Student's and Employee's ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1.Client presents valid ID card	Guidance counselor interviews the clients and may proceed to the counseling process based on assessment Guidance Counselor may also refer the client to an office or other agency if needed based on assessment	None	1 st session: 10 – 15 minutes 2 nd session: 20 – 30 minutes	Guidance counselor
Total		None	30-45 Minutes	



2. Psychological testing

Office:		Guidance & Counseling Office		
Classification:		Simple		
Type of Transaction::		Government to Citizen		
Who may avail:		Students and employees of MPSPC, and other public offices		
Where to Secure:		First Floor, Academic Building, Guidance and Counseling Office		
Checklist of Requirements:		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. Client presents valid ID card	Administers, scores, interprets, and discusses the psychological test to the client.	none	Administration: 30 – 40 minutes Scoring & interpretation: 5 minutes per client and per test Discussion: 15 – 20 minutes	Guidance counselor and Psychometrician
Total		None	50-65 Minutes	



3. Individual inventory

Office:		Guidance & Counseling Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students of MPSPC		
Where to Secure:		First Floor, Academic Building, Guidance and Counseling Office		
Checklist of Requirements:		Student's MPSPC ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student presents his/ her school ID	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

Office:		Office of Guidance & Counseling		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		First Floor, Academic Building, Office of the Guidance and Counseling		
Checklist of Requirements:		Student's MPSPC ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Student or employee comes back in the office as scheduled during the latest counseling session	Guidance counselor interviews the clients and may proceed on the counseling process as assessed.	none	20 – 30 minutes	Guidance counselor
Total		None	20-30 Minutes	



5. Information Service

Office:		Office of Guidance & Counseling		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students of MPSPC		
Where to Secure:		First Floor, Academic Building, Office of the Guidance and Counseling		
Checklist of Requirements:		Student's MPSPC ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client presents valid school ID card	Guidance personnel provides related and necessary information as available in the guidance office such as school policies, brochures, booklets, needed by student. Guidance Counselor also provides personality enhancement lectures as scheduled with group of students	none	30 seconds 30 minutes to 1 hour	Guidance Office personnel
Total		None	30-60 Minutes	



A. Medical Services

1. Vital Signs Taking and Monitoring

Office:		Health Services Unit, Medical Clinic		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC and visitors		
Where to Secure:		Health Services Unit, 1st floor Academic Building, Room 108		
Checklist of Requirements:		Identification Card		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client proceeds to HSU. The client records required entries at HSU Logbook as follows: <ul style="list-style-type: none"> •Full name •Course and Curriculum year •Purpose of Visit 	The HSU personnel reviews the entries of the student in the SSDO logbook, checks valid ID, and gets vital signs of the client such as: <ul style="list-style-type: none"> • Weight & Height • Blood Pressure • Temperature etc. Records client's vital signs on Individual Health Record of Client	none	4 Minutes	Medical unit staff
Total		None	4 Minutes	



2. Medical Consultation and Issuance of Medicines

Office:		Health Services Unit, Medical Clinic		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		Health Services Unit, 1st floor Academic Building, Room 108		
Checklist of Requirements:		Identification Card		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Proceed to HSU. Client records required entries at HSU logbook as follows: <ul style="list-style-type: none"> • Full name • Course and Curriculum year • Purpose of Visit Signature 	The HSU personnel reviews the entries of the student in the SSDO logbook, checks valid ID	None	1 minute	Medical staff
2. (a) New Patient – fills up medical forms (Clinical Health Record Form/ Medical Examination Form etc.) (b). Returning patient: asks HSU personnel to retrieve medical forms (Clinical Health Record Form/ Medical Examination Form etc.)	a. Checks completeness of data needed on the medical forms b. Retrieves medical form of Patient c. Nurse conducts physical assessment and history-taking d. Takes vital signs and records all findings and care given to the patient	None	5 – 10 Minutes	Medical staff

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	e. Medical management and chair side health teaching done by Medical Staff			
3. Fills up issuance of medicine Form	Issues medicines if available at the clinic and gives necessary advice on medicines issued	None	3 minutes	Medical staff
	Records ,medical management done to patient on Clinical Health Record form		3 Minutes	Medical staff
Total		None	12-17 Minutes	



3. Medical Examination and Issuance of Medical Certificate

Office:		Health Services Unit, Medical Clinic		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		Health Services Unit, 1st floor Academic Building, Room 108		
Checklist of Requirements:		Medical Examination (New Patient/Client) <ul style="list-style-type: none"> Validated School ID. Fills up Medical Forms (Physical/ Medical Examination Form etc.) (Old Patient/Client) <ul style="list-style-type: none"> Validated School ID. Retrieve Medical Forms (Physical/ Medical Examination Form etc.) 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Proceeds to HSU. Client records required entries at HSU Logbook as follows: <ul style="list-style-type: none"> •Full name •Course and Curriculum year •Purpose of Visit •Signature 	The HSU personnel reviews the entries of the student in the SSDO logbook, checks valid ID	None	1 minute	Medical staff



2. Fills up Medical/ Physical Examination Form and processes required laboratory and radiology request	(a) First year and Fourth Years/ OJT Students – Staff issues medical examination form with laboratory request forms to be processed by the patient (b). Off Campus Activity – staff issues physical examination form and checks availability of School Physician	Depends on the Fee charges of laboratory facilities and required lab exams	Case to case	Nurse
3. Presents laboratory/ radiology results required with completed medical/ physical examination forms	Checks completeness of data required on medical forms & complete laboratory and radiology results/Reading		1 minute	
4. Client's medical/ physical examination	Checks availability of School Physician: A. AVAILABLE – Conducts physical assessment and medical examination. B. NOT AVAILABLE – Schedules client for the next visit of Physician or if medical certificates are needed immediately, advises client to have medical examination at the hospital or other facilities with a Physician		5 – 15 minutes / Case to Case	Physician & Nurse



4. Medical Health Emergency Management

Office:		Health Services Unit, Medical Clinic		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		Health Services Unit, 1st floor Academic Building, Room 108		
Checklist of Requirements:		School ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Patient was brought to HSU (Conscious/ Un-conscious) and needs emergency medical management	Assesses patient medical management Identifies patient Thru School ID or thru patient's company: For OLD STUDENT – Retrieves client's record and does record management For NEW STUDENT – Records patient's medical management and interviews the client for personal information	None	2 minutes	Medical staff
Need For Referral	<ul style="list-style-type: none"> 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	5 minutes 2 minutes	Medical staff
Total		None	9 Minutes	



B. Dental Services

1. Dental Examination (Dental Certificate)

Office:		Health Services Unit, Dental Clinic		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		Health Services Unit, 1st floor Academic Building, Room 108		
Checklist of Requirements:		School ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents school ID and writes name in the client logbook. <ul style="list-style-type: none"> • Full name • Course and curriculum year • Age • Gender • Address • Signature 	Receives ID for validation	None	2 minutes	Dental staff
2. Accomplishes Individual Dental Record form: <ul style="list-style-type: none"> • New students • Old students 	Provides dental clinical record form and assists the client in accomplishing	None	5 minutes	Dental staff
	Proceeds after retrieval of records		2 minutes	
3. Client proceeds for the oral examination	The dentist proceeds with the oral examination and performs necessary dental procedures. The dentist does chair side counseling on how to maintain good oral hygiene.	None	15 minutes 5 minutes	Dentist

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4. The client waits for their Dental Certificate	The dentist signs and issues dental certificate after the oral examination.	None	30 minutes	Dentist
5. The client accomplishes client evaluation form	Instructs the client to fill-up the client evaluation form and drops form in evaluation box. Issues dental certificate.	None	2 minutes	Dental staff
Total		None	61 Minutes	



2. Dental Operation Procedure

Office:		Health Services Unit, Dental Clinic		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and employees of MPSPC		
Where to Secure:		Health Services Unit (1st floor Criminology Building, Room 108)		
Checklist of Requirements:		School ID		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents school ID and writes name in the client logbook. <ul style="list-style-type: none"> • Full name • Course and curriculum year • Age • Gender • Address • Signature 	Receives ID for validation	None	2 minutes	Dental staff
2. Accomplishes individual dental record form: <ul style="list-style-type: none"> • New Students • Old Students 	Provides dental clinical record form and assists the client in filling up the form Proceeds after retrieval of records.	None	5 minutes 2 minutes	Dental staff
3. Consultation indicates complaint or procedure the client would want to avail.	Assesses and examines the oral condition of the client. Issues necessary medication (Antibiotics and pain reliever)	None	10 minutes	Dentist



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	In serious cases like oral cancer, makes referral for further diagnosis.			
4. Scheduling of appointment Select date and time for his/her appointment	Schedules the treatment that the client would want to avail (Oral Prophylaxis, Tooth extraction)	None	3 minutes	Dentist/ Dental Staff
5. Treatment • Oral Prophylaxis	Oral scaling and polishing and removal of stains and food debris.	None	30 minutes	Dentist
• Tooth Extraction	Tooth extraction for unsavable carious tooth. After extraction gives needed medication Records treatment done to client's dental clinical record	None	Case to case basis 3 minutes	 Dental staff
6. Client fills up client evaluation form	Assists client in accomplishing form and drops form into the drop box	None	2 minutes	Dental Staff
Total		None	Case to case basis	



1. Signing of Clearance

Office:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and Employees of MPSPC		
Where to Secure:		First Floor to Fourth Floor, Library Building		
Checklist of Requirements:		Clearance Form and Borrower's Card		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents clearance form and borrower's card	Checks and verifies the validity of the borrower's card and accountabilities	none	1 minute	Library staff
2. Settles library accounts	Asks clients to pay accumulated fines to the Cashier's Office	Overdue fines	5 minutes	Cashiering staff
3. Presents the official receipt of paid overdue fines	Signs the clearance form	none	1 minute	Library staff
Total		None	7 Minutes	



2. Using the Library

Office:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and Employees of MPSPC and external users		
Where to Secure:		First Floor to Fourth Floor, Library Building		
Checklist of Requirements:		Borrower's Card, Employee ID Card, Visitor's Pass, Referral Letter, and Duly filled-up External Users' Form		
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	Reviews entries	none	1 minute	Library staff
2. Presents identification and/or documents	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	Releases identification and other documents	None	1 minute	Library staff
Total		None	3 Minutes	



3. Clients' Application for Borrower's Card

Office:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and Employees of MPSPC		
Where to Secure:		Fourth Floor, Library Building		
Checklist of Requirements:		Assessment Form or Employee ID Card, two (2) 2x2 ID pictures and duly filled-up Borrower's Card Application Form		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents assessment form or employee ID card	Verifies assessment form or employee ID card and issues Borrower's Card Application Form	none	1 minute	Library staff
2. Submits the accomplished Borrower's Card Form with 2x2 ID picture	Encodes, checks and verifies client's information before printing them on the borrower's card	none	5 minutes	Library staff
3. Claims his/her borrower's card; and writes on the logbook to indicate that he/she received his/her borrower's card	Issues/Releases the Borrower's Card	none	1 minute	Library staff
Total		None	7	



4. Borrowing of Books

Office:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and Employees of MPSPC		
Where to Secure:		1 st – 3 rd Floor, Library Building 1		
Checklist of Requirements:		Borrower's Card, duly filled-up Call Slip Form and Book Card		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents the book/s at the counter	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	Scans the book barcode through the library system and releases book/s for overnight use.	none	1 minutes	Library staff
Total		None	4 Minutes	



5. Returning of Borrowed of Books

Office:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students and Employees of MPSPC		
Where to Secure:		1 st – 3 rd Floor, Library Building 1		
Checklist of Requirements:		Borrower's Card, duly filled-up Call Slip Form and Book Card		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents borrowed book/s	Receives borrowed book/s. Returns the signed book card/s vis-à-vis accession number. Checks accountabilities	none	1 minute	Library staff
2.a) In case of lost/damaged book/s, client has to replace the material with an acceptable copy/repairs it.	Issues Book Replacement Form and Material Status Form.	None	2 minutes	Library staff
b) Overdue borrowed books, client has to settle his/her library accounts	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
3. If the lost/damaged book/s is/are replaced/ repaired and/or presents OR of paid overdue fines, client retrieves his/her borrower's card	Releases borrower's card	none	1 minute	Library Staff
Total		None	9 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 0910-845-1749 0966-260-1137</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>



<p>How are complaints processed?</p>	<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>Contact Information</p>	<p>MPSPC: mpspc_op@yahoo.com 09212962007</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>

Feedback and Redress Mechanism

Office	Address	Contact Information
1. Cashier's Office	Poblacion, Bontoc Mountain Province	0919-9913-380 <i>mpspccashiersoffice@gmail.com</i>
2. Registrar's Office	Poblacion, Bontoc Mountain Province	0910-845-3749 <i>mpspcregistrar@gmail.com</i>
3. Accounting Office	Poblacion, Bontoc Mountain Province	0908-3959-556 Nozzer_113@yahoo.com
4. Student Services and Development Office	Poblacion, Bontoc Mountain Province	mpspcs-sdo2015@gmail.com



Connect with us: 09212962007

- 1. Main Campus:** Bontoc Campus, Población, Bontoc Mt. Prov
- 2. Satellite Campus:** Tadian Campus, Pob., Tadian Mt. Prov
- 3. Tadian Campus-Paracelis Extension,** Bacarri, Paracelis, Mt. Province
- 4. Victor S. Dominguez Research and Extension Development Center**
Ba-ang, Banao, Bauko, Mt. Province



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