



UNIVERSITY OF RIZAL SYSTEM

CITIZEN'S CHARTER

2025 1st Edition



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1. **Mandate:**

The University shall primarily offer higher professional and technical instructions and training in science and technology and promote research, extension, and production services, advanced studies and specialized training in all fields deemed relevant to the development goals of the Province of Rizal.

2. **Vision:**

The leading University in human resource development, knowledge and technology generation and environmental stewardship.

3. **Mission:**

The University of Rizal System is committed to nurture and produce upright and competent graduates and an empowered community through relevant and sustainable higher professional and technical instruction, research, extension and production services.

4. **Service Pledge:**

We, the officials and employees of the University of Rizal System, commit to be of service, and responsive to the public by:

- Serving you promptly, efficiently, and with utmost courtesy by authorized Personnel/Staff, with proper identification, from Mondays to Thursdays, 7:00 a.m. to 6:00 p.m., without noon break. For Graduate School clients, frontline services are from Mondays to Thursdays, and Saturdays, 7:00 a.m. to 6:00 p.m. If there will be suspension of transactions, we will announce them publicly via our official social media pages.
- Ensuring strict compliance with service standards, with written explanation for any delays in frontline services; and
- Responding to your complaint about our services the soonest or within the day through our University and Campus Public Assistance and Complaints Desk for appropriate action.



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CASH UNIT

External / Internal Services



CASH UNIT

External/Internal Services

1. Collection of Payment – Issuance of Statement of Account

Statement of Account is a document issued to a student and to be submitted to the sponsor of a scholarship. This document contains the date issued, name of student, year level, course, the term/semester and the total tuition, miscellaneous and fiduciary fees.

Office or Division:		Campus Cash Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Student/Scholarship Grantee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document 1 – Pre-Registration (1 photocopy)			Campus Registrar Unit	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of pre-registration	1.1 Interview the student, check and verify the pre-registration on the student's account 1.2 The student will then be Informed the scheduled date of release	None	10 minutes	Cashier
2. Wait for the following day for the release of Statement of Account	Process the Statement of Account	None	5 minutes	Cashier
3. Report to the Campus Cash Unit on the scheduled date	Release the Statement of Account	None	1 minute	Cashier



2. Collection of Payment – Issuance of Official Receipt

Official Receipt refers to an official document as proof of payment indicating Date, Name of Payor, Nature and Amount of Payment.

Office or Division:		Campus Cash Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students, Faculty and Staff Members, Alumni/Other Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip / Admission or Pre-registration Form		Campus Registrar Unit		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the completely filled out request slip, forms, pre-registration forms, etc. (if walk-in client)	1.1 Examine request slip, admission form, pre-registration etc. as to completeness & accuracy	None	1 minute	Cashier
1.2 Present the request slip or other forms from the Campus Registrar Unit (if requested and paid online)	1.2 Check and verify if the amount paid online tallies with the requested document	None	1 minute	Cashier
2. Pay the corresponding amount (if walk-in client)				
Tuition Fee:				
2.1 Regular Students (who are excluded from UNIFAST)	2.1 Issue Official Receipt	Cash or Installment - 50% or 75% Tuition Fee, 100% Miscellaneous & Fiduciary Fees	3 minutes	Cashier
Other Fees:				



Office or Division:	Campus Cash Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Staff Members, Alumni/Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2.2 Admission Fee	2.2 Issue Official Receipt	P50.00 - Laboratory Schools P100 - Senior High School/ College P300 - Masters Degree P500 - Doctorate Degree	2 minutes	Cashier
2.3 Graduation Fee	2.3 Issue Official Receipt	P1,000.00	2 minutes	Cashier
2.4 Certifications / Certificates (Good Moral, Graduation/ Candidacy, Grades, Units Earned/Credit, Enrollment, Authentication & Verification, GWA, etc.)	2.4 Issue Official Receipt	P20.00/page – College P100.00/page – Graduate School	2 minutes	Cashier
2.5 Transfer Credential/ Honorable Dismissal	2.5 Issue Official Receipt	P20.00 – College P100.00 – Graduate School	2 minutes	Cashier
2.6 Completion	2.6 Issue Official Receipt	P50.00/subject	2 minutes	Cashier



Office or Division:	Campus Cash Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Staff Members, Alumni/Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2.7 Official Transcript of Records	2.7 Issue Official Receipt	P50.00/page – College / Certificate in Professional Education (CPE) P100.00/page – Graduate School	2 minutes	Cashier
2.8 Documentary Stamp	2.8 Issue Official Receipt	P30.00/set of TOR or CAV	2 minutes	Cashier
2.9 Reprinting of Certificate of Registration/ Schedule	2.9 Issue Official Receipt	P10.00/ copy	2 minutes	Cashier
3.0 Second Copy of Diploma	3.0 Issue Official Receipt	P50.00	2 minutes	Cashier
3.1 Report of Rating	3.1 Issue Official Receipt	P10.00	2 minutes	Cashier
3.2 Form 137/SF 10	3.2 Issue Official Receipt	P10.00	2 minutes	Cashier
3.3 Form 138/ Card	3.3 Issue Official Receipt	P20.00	2 minutes	Cashier
3.4 Certified True Copy	3.4 Issue Official Receipt	P5.00/page	2 minutes	Cashier
3.5 Adding/ Changing/ Dropping of subject	3.5 Issue Official Receipt	P10.00/subject	3 minutes	Cashier
3.6 Multiple or Other Requested Documents	3.6 Issue Official Receipt	*Price varies depending on the requested documents	2 minutes	Cashier
3.7 School ID	3.7 Issue Official Receipt	P70.00 - College / Undergraduate P100.00 - Graduate School	2 minutes	Cashier



Office or Division:	Campus Cash Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty and Staff Members, Alumni/Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Comprehensive Exam:				
3.8 Master's Degree	3.8 Issue Official Receipt	P2,000.00 (P750.00 if retake)	2 minutes	Cashier
3.9 Doctorate Degree	3.9 Issue Official Receipt	P3,000.00 (P1,000.00 if retake)	2 minutes	Cashier
Statistics Fee:				
4.0 Graduate School	4.0 Issue Official Receipt	P5,000.00	2 minutes	Cashier
4.1 Undergraduate	4.1 Issue Official Receipt	P1,000.00	2 minutes	Cashier
4.2 Rental or hire of equipment and/or facilities	4.2 Issue Official Receipt	*Price varies based on the existing rate of rent.	2 minutes	Cashier
4.3 LET Review	4.3 Issue Official Receipt	P4,000.00	2 minutes	Cashier
4.4 Refresher Course	4.4 Issue Official Receipt	P1,500.00/ subject	2 minutes	Cashier
4.5 Career Service Review Course	4.5 Issue Official Receipt	P2,000.00	2 minutes	Cashier
4.6 I.D. Lace	4.6 Issue Official Receipt	P75.00	2 minutes	Cashier
4.7 Thesis Paper	4.7 Issue Official Receipt	*Price varies	2 minutes	Cashier
4.8 Books	4.8 Issue Official Receipt	*Price varies	2 minutes	Cashier
4.9 Uniforms	4.9 Issue Official Receipt	*Price varies	2 minutes	Cashier
5.0 Other items available at CBA	5.0 Issue Official Receipt	*Price varies	2 minutes	Cashier

3. Cash Disbursement – Payment thru cash

Cash disbursements constitute payments out of cash advances granted to the regular and special disbursing officers for personal services and MOOE for field operating requirements of the agency.

Office or Division:	University Cash Unit
Classification:	Simple transaction



Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students, Faculty and Staff Members and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID				
2. Authorization Letter, if any				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the visitor's logbook	Give the logbook to the client	None	1 minute	University Cashier Staff
2. Present Valid ID and/or Authorization Letter	Examine the valid ID/ authorization letter	None	1 minute	University Cashier Staff
3. Sign at the General Payroll	Verify the signature of the claimant	None	1 minute	University Cashier Staff
4. Count the cash received	Provide pay slip, if any	None	2 minutes	University Cashier Staff

4. Check Disbursement – Releasing of Checks

Service Information – Releasing of checks to individuals, suppliers, contractors and other government agencies as payment for goods/services rendered and for remittances.

Office or Division:	University Cash Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business G2G - Government to Government			
Who may avail:	Students, Faculty and Staff Members, Suppliers, Other Government Entity and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/ Authorization Letter				
2. Official Receipts/Collection Receipts				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and/or Authorization Letter	Examine the valid ID/ authorization letter	None	1 minute	University Cash Unit Staff



2. Fill out the visitor's logbook	Give the logbook to the client	None	1 minute	University Cash Unit Staff
3. Sign the Warrant Register	Give the warrant register to the client	None	1 minute	University Cash Unit Staff
4. Sign the Disbursement Voucher	Give the approved disbursement voucher	None	2 minutes	University Cash Unit Staff
5. Sign the BIR Form 2306/2307, if any	Verify the signature of the claimant and date signed	None	2 minutes	University Cash Unit Staff
6. Issue Official Receipt/s and/ or Collection Receipt/s	6.1 Release the check/s 6.2 Check the official receipt/s and/ or collection receipt/s	None	3 minutes	University Cash Unit Staff



HEALTH SERVICES UNIT

External / Internal Services



HEALTH SERVICES UNIT

External/Internal Services

1. Medical Consultation

Consultation is the process of getting advice from a doctor or other expert.

Office or Division:		Campus Medical Services Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All Students, Faculty, Staff and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Approach the nurse in charge and give some necessary data	1.1 Ask the purpose of consultation 1.2 Look for the medical records. 1.3 Log in	None	3 minutes	Nurse in Charge
2. Waiting for assessment.	2.1 Conduct initial assessment. Identify the patient's case if Emergency or not.	None	5 minutes	Nurse in Charge
	2.2 Nursing management and referral to Physician.	None	5 minutes	Nurse in Charge



	2.3 Physician assessment and conduct Physical Examination	None	10 minutes	Physician on Duty
	2.4 Evaluation and Treatment	None	5 minutes	Physician on Duty
	2.5 Prescribe medicines according to the medical condition and follow up consultation	None	5 minutes	Physician on Duty
3. Referred back to Nurse in Charge	3.1 Carry out doctor's order and issuance of available medicines.	None	5 minutes	Nurse in Charge
	3.2 Update medical records and medicine consumption log book			
4. Patient for discharged	Advised	None	2 minutes	Nurse in Charge



2. Medical Consultation and Referral

Consultation and Referral is a personal evaluation followed by interventions or recommendations provided by a physician who has specific expertise.

Office or Division:		Campus Medical Services Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Students, Faculty, Staff and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Approach the nurse in charge and give some necessary data	1.1. Ask the purpose of consultation 1.2 Look for the medical records. 1.3 Log in	None	3 minutes	Nurse in Charge
2. Waiting for assessment.	2.1 Conduct initial assessment. Identify the patient's case if Emergency or not.	None	5 minutes	Nurse in Charge
	2.2 Nursing management and referral to Physician.	None	5 minutes	Nurse in Charge
	2.3 Physician assessment and conduct Physical Examination	None	10 minutes	Physician on Duty



	<p>2.4 Evaluation and Treatment if the case is manageable.</p> <p>(If the case is not manageable in the clinic for referral to the Hospital of choice for further evaluation and management)</p>	None	5 minutes	Physician on Duty
	<p>2.5.1 Prescribe medicines according to the medical condition and follow up consultation</p> <p>2.5.2 Coordinates with relatives and advisers regarding the referral</p>	None	5 minutes	Physician on Duty
3. Referred back to Nurse in Charge	<p>3.1.1 Carry out doctor's orders and issuance of available medicines</p> <p>3.1.2 Prepare for transfer to Hospital of Choice</p>	None	5 minutes	Nurse in Charge
	<p>3.2.1 Updated medical records and medicine consumption log book</p>			



	3.2.2 Endorsed patient case to Nurse in charge at Emergency Room			
4. Patient for discharged	Advised	None	2 minutes	Nurse in Charge

3. Dental Consultation and Treatment

Operates and maintains the dental clinic's infection control and prevention protocols and carries out dental examinations and treatments of students, faculty, and employees.

Office or Division:		Dental Services Unit		
Classification:		Complex transaction		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Students, Teachers, Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration 1.1 Approach the Dental Aide 1.2 State the nature of dental complain	1.1 If old client, retrieve Individual Dental Health Record Chart 1.2 If new, create new chart	none	3 minutes	Pamela B. Balajadia, (Dental aide)
2. Wait at the receiving area to be called by the dental aide	Prepare diagnostic tools	none	3 minutes	Pamela B. Balajadia, (Dental aide)
3. Sit on the Dental Chair	Conduct Dental examination, evaluation, & initial assessment	none	5 minutes	Dr. Godwin A. Olivas, (Dentist)



	3.1 Record patient's dental history 3.2 Conduct initial diagnosis and treatment plan 3.3 Inform the patient on treatment procedure Upon agreement: 3.4 Set reappointment date or perform <i>Treatment procedures*</i>			
*Treatment Procedures	3.7 Patient evaluation, & assessment 3.8 (Tooth Extraction) primary teeth 3.9 Prescription of medication	None	15 minutes	Dr. Godwin A. Olivas, (Dentist)
*Treatment Procedures	3.10 Patient evaluation, & assessment 3.11 (Tooth Extraction) permanent teeth 3.12 Prescription of medication	PhP 50.00	20 minutes	Dental health services / Cashier
*Treatment Procedures	3.13 Patient evaluation & assessment 3.14 Long term Tooth Restoration (Permanent teeth only)	PhP 150.00	15 minutes	Dental health services / Cashier



*Treatment Procedures	3.15 Patient evaluation & assessment 3.16 Short term Tooth Restoration (Primary & Permanent teeth)	None	10 minutes	Dr. Godwin A. Olivas, (Dentist) / Pamela B. Balajadia, (Dental aide)
*Treatment Procedures	3.17 Periodontal treatment, oral prophylaxis, etc.)	PhP 150.00	20 minutes	Dental health services / Cashier
4. Post treatment 4.1 Fill up the logbook before leaving the dental clinic	4.1. Chairside instructions on post treatment procedures 4.2. Prescribe medicines according to condition 4.3. Record final diagnosis and treatment done 4.4. Record medicines issued in the logbook	none	3 minutes	Dr. Godwin A. Olivas, (Dentist) / Pamela B. Balajadia, (Dental aide)
5. Enrolment procedures 5.1 Fill up to IDHR & Clearance slip	Checkup / assessment of incoming freshmen	None	2 minutes	Dr. Godwin A. Olivas, (Dentist) / Pamela B. Balajadia, (Dental aide)



HUMAN RESOURCE MANAGEMENT UNIT

External / Internal Services



HUMAN RESOURCE MANAGEMENT UNIT

External/Internal Services

1. Submission of Job Application

This is the step-by-step process about the submission of job applications and compliance with the required documents.

Office or Division:	Human Resource Management Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Those who are willing to be included in the pool of applicants.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Photocopy of Transcript of Records (TOR)		Applicant		
2) Photocopy of Civil Service Eligibility/ Professional Regulation Commission License				
3) Computation of Scholastic Rating / QPA				
4) One (1) pc. 2x2 ID Picture				
5) Updated Resume / Fully Accomplished Personal Data Sheet (PDS) (CS Form 212, Revised 2017)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk in:				
1. Secure Job Application Form (HRMO Form No. 1)	HRMO staff shall provide Application Form to the applicant (HRM Form No. 1)	none	5 minutes	Human Resource Personnel



2. Applicants need to accomplish and attach pertinent documents for the job application.	2.1 Validate the information and document/s submitted	none	10 minutes	Human Resource Personnel
	2.2 Conduct initial screening / evaluation of the qualifications of the applicant	none	10 minutes	Human Resource Personnel
	2.3 Orient the applicants with the procedures and policies of the University on the recruitment and selection process	none	5 minutes	Human Resource Personnel
3. Receive an acknowledgement receipt	Issue notice of acceptance of the documents received	none	5 minutes	Human Resource Personnel
Online:				
1. Send application through careers@urs.edu.ph	Validate the documents submitted and provide e-copy of application form together with the acknowledgement of application	none	Within the day	Human Resource Personnel
2.1 Receive e-copy of application form and acknowledgement through email 2.2 Accomplish the Application Form (HRMO Form No. 1)	Schedule the applicant for Initial Interview	none	Within the day	Human Resource Personnel



and submit it as reply to the previous messages at careers@urs.edu.ph				
3. Receive an invitation for initial Interview	Verify the confirmation of the applicant with the given schedule	none	10 minutes	Human Resource Personnel
4. Attend the initial interview through online platform	<p>4.1 Assess the qualifications of the applicant towards the position he/she is applying for.</p> <p>4.2 Orient the applicant about the procedures of the University on the Recruitment and Selection process</p>	none	5 minutes	Human Resource Personnel

2. Student Assistant: Hiring of Student Assistant

This is the step-by-step process of Hiring of Student Assistant for College/Offices of the University

Office or Division:	Campus Human Resource Management Unit
Classification:	Simple transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	College Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	Campus Human Resource Management Unit
2) Latest 2X2 Picture	Applicant



3) Schedule of Classes/Registration Form				
4) Accomplished Parent/Guardian Consent Form				
5) Previous Report of Rating				
6) Photocopy of Student ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	Accept application letter with the requirements to the In-charge of Student Assistants for assessment. Give a schedule of interview	none	1 minute	Campus HR/Staff
2. Preliminary Interview	Conduct preliminary interview upon filing of application	none	5 minutes	Campus HR/Staff
3. Wait for the result of the screening	3.1 Advise for the results of the screening and assessment conducted	none	5 minutes	Campus HR/Staff
	3.2 Select the qualified applicant	none	3 minutes	Campus HR
4. Undergo orientation	Orient the applicant on the policies of the University and work ethics	none	15 minutes	Campus HR



5. Report to the Office for deployment	5.1 Appointing authority will select among the applicants	none	3 minutes	Campus HR/Staff
	5.2 Prepare appointment signed by the Director for Administrative Services	none		

3. Faculty and Staff: Requesting and Issuing Various Request (Certificate of Employment, Service Records, Leave Credits and others)

This is the step-by-step process of Requesting and Issuing of various request needed by Faculty and Staff of the University

Office or Division:	Campus Human Resource Management Unit			
Classification:	Complex transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) HRMO Requisition and Issue Slip		Campus Human Resource Management Unit		
2) Photo Copy of Employee ID		Employee		
3) Photo Copy of Service Records (for Certificate of Employment)		Campus Human Resource Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the HRMO Request Slip Form	1.1 Inform the requisitioner re: schedule of release of documents	none	5 days	Campus HR/Staff



	1.2 Update and preparation of request	none		Campus HR/Staff
	1.3 Sign the documents	none		Director for Administrative Services
2. Return to HRMO as per schedule and claim the requested documents	Release document to the requisitioner	none		Campus HR/Staff



LIBRARY SERVICES UNIT

External/Internal Services



LIBRARY SERVICES UNIT

External/Internal Services

1. Loaning Out of Library Materials

Provides lending opportunities to bonafide students, faculty, and staff of the University during hours of library operation. URS constituents can borrow materials from any of the libraries in the URS system via intra-library loan services. The number of days an item can be borrowed depends on your status and the loan category of the item. The library collection is categorized and classified to facilitate the most effective utilization of the collections. The library personnel is also available to answer questions and help library clientele in locating books and other library materials.

Office or Division:		Campus Library Services Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Bonafide Students, URS Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card Certificate of Registration		Campus Libraries Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR STUDENTS FACULTY AND STAFF				
1. Log in/Register at the log-in database/ logbook for record purposes	1.1 Check the library card and verify if bonafide student/ employee	None	30 seconds	Campus Library Personnel
	1.2 Determine if the customer has a record in Koha. If not, register client in Koha	None	2 minutes	Campus Library Personnel
	2.1 Assist the client	None	2-5 minutes	Campus Library Personnel



2. Consult the OPAC	2.2 Check the availability, if not advise/ recommend to the client other related resources	None	30 seconds	Campus Library Personnel
3. Retrieve from shelves	Assist the client in locating the materials	None	1-5 minutes	Campus Library Personnel
4. Present the materials to loan at the circulation counter	Check the physical condition of the book	None	1 minute	Campus Library Personnel
5. Sign the book card and surrender library card	5.1 Verify the circulation details	None	1 minute	Campus Library Personnel
	5.2 File the book card along with the library card for circulation record	None	30 seconds	Campus Library Personnel
	5.3 Apply automated circulation transactions	None	1 minute	Campus Library Personnel

2. RECEIVING OF LOANED-OUT BOOKS WITH OVERDUE FINES

This service provides return, renewal, and payment of overdue fines for library materials during all hours of library operation. The penalties imposed are based on the collection category and allowable loan period of the loaned material.

Office or Division:	Campus Library Services Unit
Classification:	Simple transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Bonafide Students, URS Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Loaned materials				
Official receipt		Campus cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at the circulation counter	Verify if the loaned materials is returned on time and in good condition	None	1 minute	<i>Campus Library Personnel</i>
2. Return the loaned material	2.1 If damaged, impose policy for return of damaged resources	None	2 minutes	<i>Campus Library Personnel</i>
	2.2 If overdue, impose policy for late return	Students P1.00/hour P8.00/day URS Employees P20.00/day	1 minute	<i>Campus Library Personnel</i>
	2.3 If returned on time, release the library card	None	30 seconds	<i>Campus Library Personnel</i>
3. Pay the fine at Cashier's Office	Issue library fine slip to be presented at the cashier	Students P1.00/hour P8.00/day URS Employees	2 minutes	<i>Campus Library Personnel</i> <i>Campus Cashier</i>



		P20.00/day		
4. Present the Official Receipt for payment of the overdue fine	Validate and record the information on the issued receipt	None	1 minute	<i>Campus Library Personnel</i>
5. Sign at the overdue / penalty logbook	Release the Library Card	None	1 minute	<i>Campus Library Personnel</i>

3. Requesting Library Resources Online

Provides reference/research opportunities to bonafide students, faculty, and staff of the University during hours of the library operation. URS constituents can request materials from any of the campus libraries in the URS system via intra-library loan services. The number of days a request can be responded to will depend on the status of received campus requests. Campus Libraries will be implementing the “1st Come, 1st Served” rule, and immediate availability of resources. The Online Public Access Catalog is available to search for available references to the request. A library personnel is also available to answer questions online and may recommend resources for reference.

Office or Division:	Campus Library Services Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Bonafide Students, URS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official List of enrolled students		Campus Registrar		
Official List of URS Employees		Campus HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR STUDENTS FACULTY AND STAFF				



1. Fill-out the Online Library Services Form	1.1 Check the Koha Database	None	2 minutes	Campus Library Personnel
	1.2 Verify if bonafide student/ employee	None	1 minute	Campus Library Personnel
	1.3 If not yet registered in the Koha Database, encode personal information in the Koha Database	None	1 minute	Campus Library Personnel
2. Consult the OPAC	2.1 Check the availability in the printed and/or in the digital collection	None	30 seconds	Campus Library Personnel
	2.2 Check the availability of the library resources, if none, advise/recommend to the client other related resources	None	1-2 minutes	Campus Library Personnel
	2.2 Retrieve the material	None	1-5 minutes	Campus Library Personnel



	from the collection			
	2.3 Send the requested resources via Document Delivery Services through Facebook messenger, email, or Viber	None	1-3 minute	Campus Library Personnel
3. Receive the library resource	Mark the status of service response	None	1 minute	Campus Library Personnel



RECORDS UNIT

External / Internal Services



RECORDS UNIT

External/Internal Services

1. Information Services (Request and Issuance of New Releases, Archival Records)

Information Services pertain to one of the core functions of the Records Office. It is the procedure wherein all records and documents entered into the Office meant to have taken action by the President. These information/documents are perused by the Records Officer to identify where they shall be released. Such as endorsement pertaining to attendance to various seminars and training, request for financial assistance, payment of claims, leave of absences, retirement and others as well as office orders and memoranda.

Archival records on the second place are the information or documents kept and disposed when they had outlived its retention periods.

Office or Division:	Records Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email Address		Stakeholders (faculty/staff/officials)		
2. Messenger Account		Stakeholders (faculty/staff/officials)		
3. Office Location		Stakeholders (faculty/staff/officials)		
4. Request for Disposal		National Archives of the Philippines (NAP)		
5. Records Storage Center		University of Rizal System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished Request Forms / Letter Requests	Release information/ request/ communication forwarded to the	None	5 to 10 mins	Records Officer and staff



1.1 Secure/follow up action taken by the President to their request/communication forwarded	Office to people concerned thru email, messenger or hand over			
2. Issuances (Office Memorandum/ Office Order/Office Advisory/Office Circular) 2.1 Secure copies of the issuances	Release the issuances usually via e-mail and hand over. Let the recipient or concerned faculty, staff and key officials avail of the original copies for their own information and file	None	1 to 3 days depending on the availability of the recipient	Records Officer and staff
3. Archival 3.1 Transfer old records and documents to the Records Office for safekeeping	Make an inventory of old records and determine its retention period. If the document has outlived its retention period, it is then subject to disposal	None	Varies depending on the performance of the people	Records Officer and staff Records Analyst from NAP



REGISTRAR UNIT

External / Internal Services



REGISTRAR UNIT

External/Internal Services

1. Issuance of Transcript of Records (TOR)

The Transcript of Records (TOR) is issued to a student or graduate needing this document containing information such as subjects taken, grades earned, units credited, and other relevant information with remarks whether for evaluation, scholarship, board examination, or employment purposes.

Office or Division:	Campus Registrar Unit			
Classification:	Complex transaction			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduates/Active and Inactive Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy)		Campus Registrar Unit		
Official Receipt of Payment		Campus Cash Unit		
Accomplished clearance (1 copy)		Requesting Party		
2" x 2" – sized ID picture with white background for board examination purpose (1 piece)		Requesting party		
Authorization Letter if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (1 copy)		Requesting Party		
Claim Slip		Campus Registrar Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip and clearance	Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel



				Campus Registrar Unit
2. Fill-up the request slip	None	None	2 minutes	
3. Pay to the Cashier	Process payment and issue official receipt	(TOR Fee) – PHP 50.00 per page (undergraduate)/PHP 100 per page (graduate students)	5 minutes	Campus Cash Unit
4. Accomplish the clearance	None	None	15 minutes	
5. Submit the accomplished request slip and other requirements	5.1. Review the request slip and other requirements 5.2. Schedule the release of TOR and issue the claim slip 5.3. Prepare, check and sign the TOR	None	5 minutes	Frontline Personnel Campus Registrar Unit
			2 minutes	Frontline Personnel Campus Registrar Unit
			4 hours	Frontline Personnel, Staff, College Registrar, Campus Registrar Campus Registrar Unit
6. Present claim slip and authorization letter (if applicable)	Release the TOR	None	2 minutes	Frontline Personnel Campus Registrar Unit



2. Issuance of Transfer Credential

The Transfer Credential is issued to a student who voluntarily withdraws from URS and wishes to transfer to another institution.

Office or Division:		Campus Registrar Unit		
Classification:		Complex transaction		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Active and Inactive Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy)		Campus Registrar Unit		
Official Receipt of Payment		Campus Cash Unit		
Accomplished clearance (1 copy)		Requesting Party		
Original Form 137		Requesting Party		
Original TOR for transferees		Requesting Party		
Authorization Letter if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (1 copy)		Requesting Party		
Claim Slip		Campus Registrar Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip and clearance	Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Campus Registrar Unit
2. Fill-up the request slip	None	None	2 minutes	
3. Pay to the Cashier	Process payment and	(Transfer Credential Fee) – PHP 20.00	5 minutes	Cashier Campus Cash Unit



	issue official receipt	(undergraduate)/PHP 100 (graduate students)		
4. Accomplish the clearance	None	None	15 minutes	
5. Submit the accomplished request slip and other requirements	5.1. Review the request slip and other requirements 5.2. Schedule the release of Transfer Credential and issue the claim slip 5.3. Prepare, check and sign the Transfer Credential	None	5 minutes 2 minutes 15 minutes	Frontline Personnel Campus Registrar Unit Frontline Personnel Campus Registrar Unit Frontline Personnel, Staff, College Registrar, Campus Registrar Campus Registrar Unit
6. Present claim slip and authorization letter (if applicable)	Release the Transfer Credential	None	2 minutes	Frontline Personnel Campus Registrar Unit



3. Issuance of Diploma (Second Copy)

The Second Copy of Diploma is issued to a graduate whose original diploma was lost or destroyed.

Office or Division:	Campus Registrar Unit			
Classification:	Complex transaction			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy)		Campus Registrar Unit		
Official Receipt of Payment		Campus Cash Unit		
Affidavit of Loss (1 copy)/Damaged Diploma		Requesting Party		
Authorization Letter if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (1 copy)		Requesting Party		
Claim Slip		Campus Registrar Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip and clearance	Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Campus Registrar Unit
2. Fill-up the request slip	None	None	2 minutes	
3. Pay to the Cashier	Process payment and issue official receipt	(Second Copy of Diploma Fee) –	5 minutes	Cashier Campus Cash Unit



		PHP 50.00		
4. Submit the accomplished request slip and other requirements	4.1. Review the request slip and other requirements 4.2. Schedule the release of Second Copy of Diploma and issue the claim slip 4.3. Prepare, check and sign the Second Copy of Diploma	None	2 minutes 2 minutes 10 minutes	Frontline Personnel Campus Registrar Unit Frontline Personnel Campus Registrar Unit Frontline Personnel, Staff, College Registrar, Campus Registrar Campus Registrar Unit
5. Present claim slip and authorization letter (if applicable)	Release the Second Copy of Diploma	None	2 minutes	Frontline Personnel Campus Registrar Unit

4. Issuance of Certification, Authentication and Verification (CAV)

The Certification, Authentication, and Verification (CAV) document is issued to a student or graduate when he/she files for Red Ribbon in the Department of Foreign Affairs (DFA).

Office or Division:	Campus Registrar Unit		
Classification:	Simple transaction		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Graduates/Active and Inactive Students		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



Accomplished request slip (1 copy)		Campus Registrar Unit		
Official Receipt of Payment		Campus Cash Unit		
Original/Photocopy Diploma and TOR – Graduates		Requesting Party		
Original/Photocopy TOR – Active & Inactive Students		Requesting Party		
Authorization Letter if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (1 copy)		Requesting Party		
Claim Slip		Campus Registrar Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip and clearance	Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Campus Registrar Unit
2. Fill-up the request slip	None	None	2 minutes	
3. Pay to the Cashier	Process payment and issue official receipt	(CAV Fee) – PHP 20.00 (undergraduate)/PHP 100 (graduate students)	5 minutes	Cashier Campus Cash Unit
4. Submit the accomplished request slip and other requirements	4.1. Review the request slip and other requirements	None	2 minutes	Frontline Personnel Campus Registrar Unit
	4.2. Schedule the release of CAV and issue the claim slip		2 minutes	Frontline Personnel Registrar's Office
	4.3. Prepare, check and sign the CAV		10 minutes	



				Frontline Personnel, Staff, College Registrar, Campus Registrar Campus Registrar Unit
5. Present claim slip and authorization letter (if applicable)	Release the CAV	None	2 minutes	Frontline Personnel Campus Registrar Unit

5. Issuance of Certified True Copy (CTC) of Diploma/TOR

The Certified True Copy (CTC) of Diploma/TOR is issued to a graduate or student needing extra copies for employment purposes or for whatever legal purposes it may serve.

Office or Division:	Campus Registrar Unit		
Classification:	Simple transaction		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Graduates/Active and Inactive Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished request slip (1 copy)		Campus Registrar Unit	
Official Receipt of Payment		Campus Cash Unit	
Original Diploma/TOR		Requesting Party	
Photocopy of Diploma/TOR (depends on how many copies the client needs)		Requesting Party	
Authorization Letter if a representative will be the one to transact (1 copy)		Requesting Party	
ID card of the representative (1 copy)		Requesting Party	
Claim Slip		Campus Registrar Unit	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip and clearance	1. Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Campus Registrar Unit
2. Fill-up the request slip	2. None	None	2 minutes	
3. Pay to the Cashier	3. Process payment and issue official receipt	(CTC Fee) – PHP 20.00 (undergraduate)/PHP 100 (graduate students)	5 minutes	Cashier Campus Cash Unit
4. Submit the accomplished request slip and the other requirements	4.1. Review the request slip and the other requirements	None	2 minutes	Frontline Personnel Campus Registrar Unit
	4.2. Schedule the release of CTC and issue the claim slip		2 minutes	Frontline Personnel Campus Registrar Unit
	4.3. Prepare, check and sign the CTC		10 minutes	Frontline Personnel, Staff, College Registrar, Campus Registrar Campus Registrar Unit
5. Present claim slip and authorization letter (if applicable)	5. Release the CTC	None	2 minutes	Frontline Personnel Campus Registrar Unit



6. Issuance of Certification

The Certifications for Graduation/Candidacy, Grades/Scholastic Records, Units Earned/Credited, and Enrollment are issued to students to attest to his/her status or level of achievement in URS.

Office or Division:	Campus Registrar Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Active and Inactive Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy)		Campus Registrar Unit		
Official Receipt of Payment		Campus Cash Unit		
Authorization Letter if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (1 copy)		Requesting Party		
Claim Slip		Campus Registrar Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip and clearance	Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Campus Registrar Unit
2. Fill-up the request slip	None	None	2 minutes	
3. Pay to the Cashier	Process payment and issue official receipt	(Certification Fee) – PHP 20.00 (undergraduate)/PHP 100 (graduate students)	5 minutes	Cashier Campus Cash Unit



4. Submit the accomplished request slip and the other requirements	4.1. Review the request slip and the other requirements 4.2. Schedule the release of Certification and issue the claim slip 4.3. Prepare, check and sign the Certification	None	2 minutes 2 minutes 10 minutes	Frontline Personnel Campus Registrar Unit Frontline Personnel Campus Registrar Unit Frontline Personnel, Staff, College Registrar, Campus Registrar Campus Registrar Unit
5. Present claim slip and authorization letter (if applicable)	Release the Certification	None	2 minutes	Frontline Personnel Campus Registrar Unit



Student Development Services

External / Internal Services



Student Development Services

External/Internal Services

1. Issuance of College Admission Test Permit

A test permit is a document issued to student applicants who filed an application to take the University Admission Test. The document contains the schedule of examination, time and place of examination, and room assignment, which will be presented to the examiners/ proctors during the test.

Office or Division:	Campus Student Admission Unit
Classification:	Complex transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Student applicants (First Year and Transferees)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FIRST-YEAR STUDENTS (NEW) :	
Document 1 – Certified True Copy of Form 138 - G11 (1 photocopy)	Last School Attended
Document 2 – Certificate of Good Moral Character (1 photocopy)	Last School Attended
Document 3 - Certificate of Enrolment (Grade 12)	School Presently Enrolled
Document 4 – PSA Birth Certificate (1 photocopy) Document 5 – 2 copies of 2X2 recent ID picture	Philippine Statistic Authority
TRANSFEREES:	
Document 1 – Certified True Copy of Transcript of Record with computed Weighted Average (1 photocopy)	Last School Attended
Document 2 – Certificate of Good Moral Character (1 photocopy)	Last School Attended
Document 3 - Transfer Credentials (Honorable Dismissal) and/or Certificate of Enrolment (if currently enrolled) (1 photocopy)	Last School Attended/School Presently Enrolled



Document 3 – PSA Birth Certificate (1 photocopy) Document 4 – 2 copies of 2X2 recent ID picture			Philippine Statistic Authority	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and accomplish the online admission and print the application form.	Advise to complete the step-by-step process and download the application form from the URS-OLAD.	None	10 minutes	Student applicants
2. Submit all the hard copies (application form and all the requirements) directly to the OSDS-Student Admission Office.	2.1 Receive and scrutinize the submitted requirements. 2.2 Advise the student-applicant to proceed to the College Dean (for interview) for programs that require an interview.	None	4 minutes	Admission Officer
3. Proceed with the interview	3. The assigned interviewer will conduct an interview and give the corresponding rating	None	10 minutes	College Dean, Program Head
4. Submit the interview rating to the admission office	Accept the interview rating, and the admission officer will issue a Test Permit stating the time, date of examination, and	None	5 minutes	Admission Officer/ Registering Officer



	room assignment to the applicant			
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2. Issuance of Certification of Admission Test Result

Individual printed result of applicants' scores on college admission test. Test scores are just one part of the criterion for college application. This document is issued as requested for different purposes.

Office or Division:		Campus Student Admission Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		First Year and Transfer Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Photocopy of Test Permit and/or acknowledgement receipt of application		OSDS – Student Admission Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Admission Officer for confirmation of the result, register your name on the logbook, and fill-out the request slip	Issue request slip for endorsement to the Admission Officer	None	2 minutes	Officer of the day
2. Submit the request slip and/ or letter of sponsorship of scholarship and wait for the request to be	2.1 The Admission Officer verifies the Admission Test Result 2.2 Certificate of Admission Result will be processed	None	7 minutes	Admission Officer



evaluated/ verified.				
3. Acknowledgem ent receipt will be signed by the student	Certificate of admission result will be released	None	1 minute	Admission Officer

3. Issuance of Student Welfare Assistance (SWA)

The Student Welfare Assistance is a one-year financial assistance fund that will cater to all bonafide college students who met with an accident. Only curriculum-related incidents are qualified to receive the assistance. Non-curriculum related incidents are subject for evaluation of concerned personnel.

Office or Division:	Office of Student Development Services (Campus OSDS)			
Classification:	Complex transaction			
Type of Transaction:	G2C – Government to Citizens			
Who my avail:	Bonafide college and graduate school students who met an accident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Accident Report/ Police Report (1 original, 1 photocopy)		Company (OJT venue) where Student met an accident/ Police Station if Accident happened outside the company (OJT venue)/ school		
Document 2 – Medical Certificate from the Company/ Municipal Physician (1 original, 1 photocopy)		Company Physician/ Municipal Physician/ School Physician		
Document 3 – Billing Statement/ Official Receipt (1 original, 1 photocopy)		Hospital where student was confined and/or checked-up/ Drug stores		
Document 4 – Death Certificate (in case of death- 1 copy))		Municipal Registrar		
Document 5 – Certification of Enrolment (1 photocopy)		Registrar's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Register your name on the logbook and fill up SWA application (Campus OSDS)	Assist the client in filling-up the application form	None	2 minutes	SWA In-charge
2. Present the requirements/ documents needed for Student Welfare Assistance claims	Receive and scrutinize the requirements	None	5 minutes	SWA In-charge
3. Proceed with the interview by the SWA In-charge (OSDS Personnel) and evaluation of the University Physician	3.1 Conduct an interview to assess the veracity of the incident/ accident 3.1 Facilitate the processing of SWA claim	None	30 minutes	SWA In-charge/ University Physician
4. Proceed to the Dean and Campus Director for endorsement	4.1 Assessment of Documents 4.2 Endorsement of Documents 4.3 Recommending for Approval 4.1 Approval	None	4 - 5 days	Dean's Office / Campus Director / Vice-President for Administration and Finance / University President
5. Wait for the release of the assistance	Once available, the applicant will then be notified through call slip or text messaging.	None	1 week	OSDS Director / University Cashier / Campus Cashier / SWA In-charge
6. Report to the SWA In-charge and Campus	Release the assistance	None	5 minutes	SWA In-charge /



Cashier on the scheduled date and present your identification card for verification. You will also sign the acknowledgment receipt upon receiving the assistance.				Campus Cashier
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4. Issuance of Recommendation Letter for Job Application

These letters of recommendation carry significant weight to their recipients. A recommendation letter is a document prepared for an individual applying for a college place, internship, job role, leadership position or a position as a volunteer. The purpose of the letter is to provide validation to the application and provide the reader with an insight into the person's performance, character, or traits.

Office or Division:	OJT & Placement Unit			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Bonafide college students and URS graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Certified True Copy of Transcript of Record for graduates (1 photocopy)		Campus Registrar Unit		
Document 2 – Certification of Grades for Undergraduate (1 photocopy)		Campus Registrar Unit		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register your name on the logbook and fill up request slip	Assist the client in filing the request slip	None	1 minute	Officer of the day



2. Present the requirements	Assess the requirements presented	None	1 minute	Placement Officer
3. Undergo Preliminary Interview	3.1 Conduct preliminary interview 3.2 Prepare, print and sign the recommendation letter	None	3 minutes 2 minutes	Placement Officer
4. Receive the recommendation letter and sign the acknowledgement receipt prior to the release of the letter	Release the recommendation letter	None	30 seconds	Placement Officer

5. Issuance of Student Organization Activity Form

An Activity Form is a mechanism to assist in the event planning process and to ensure that advisors are up-to-date on organization activities. All accredited student organizations are expected to complete the Student Activity Form.

Office or Division:		Campus Student Organization Unit		
Classification:		Complex transaction		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Accredited Student Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Project/Activity Proposal		OSDS – Student Organization Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send the project/activity proposal signed by the president and adviser of the organization to the Head of Student Activities Section through email.	1.1 Scrutinize the proposal	None	1 minute	Head of Student Organization
	1.2 Endorse the proposal for presentation to the academic/ administrative meeting 1.3 Evaluate the proposal for presentation to the academic/ administrative meeting.	None	3 minutes	Director OSDS
2. Wait for the release of approved proposal	2.1 Evaluate and assess the proposal 2.2 After a thorough deliberation, the body approves the proposal	None	1 –2 weeks	Key Officials
3. Receive the approved proposal through email.	Return to the proponent the approved proposal through email.	None	1 day	Head of Student Organizations
4. Secure an Activity Form from the Head of Student Organization	Issue an Activity Form one week before the event and advise to submit the filled-out application form via email.	None	1 minute	Head of Student Organizations



6. Issuance of Financial Assistance Claim Slip

The Financial Assistance claim slip is very important piece of paper presented to the Campus Cash Unit by the scholarship recipients during their claim for the financial assistance provided by the sponsors.

Office or Division:		Scholarship & Financial Assistance Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizens		
Who my avail:		Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Certificate of Registration (1 photocopy)		Campus Registrar Unit		
Document 2 – Photocopy of School ID (1 copy) with 3 specimen signatures		Enrolled Student/ OSDS ID Production Office		
Document 3 - Report of Rating on the previous semester		Campus Registrar Unit		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	Provide the visitor's logbook	None	1 minute	Head of Scholarship & Financial Assistance
2. Approach the Scholarship Coordinator to check if he/she is included in the master list of grantees	Checked the students name in the master' list of claimant	None	1 minute	Head of Scholarship & Financial Assistance
3. Submit the necessary requirements	Receive/review and checked the validity of the requirements	None	1 minute	Head of Scholarship & Financial Assistance



4. Receive the Scholarship endorsement and present to the Cashier	Issue a claim slip to be presented to the Campus Cash Unit	None	1 minute	Head of Scholarship & Financial Assistance
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7. Issuance of Identification Card

An identity document (also called a piece of identification or ID, or colloquially as papers) is a document used to prove a person's identity. It is issued in a small, standard credit card size form to all students, faculty and employees of the University.

Office or Division:		ID Production Unit		
Classification:		Simple transaction		
Type of Transaction:		G2C – Government to Citizens		
Who my avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Registration of Enrollment for Students (1 photocopy)		Campus Registrar Unit / Students		
Document 2 – ID Request Slip for Faculty and Employees		Campus HR Unit		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register your name on the logbook and fill up request slip	An information slip will be provided to the client	None	30 seconds	In-charge, ID Production
2. Submit the information slip together with the requirements	2.1 The In-charge verifies the information slip and requirements 2.2 Picture taking will is scheduled	None	2 minutes	In-charge, ID Production



3. The client poses for the picture taking	3.1 The In-charge takes picture for the Identification Card 3.2 The In-charge process ID 3.3 The clientele are advised to claim the Identification Card after 1-3 working days	None	6 minutes 3 days	In-charge, ID Production
4. The clientele will wait the scheduled claim	The In-charge issues the Identification Card and an acknowledgement receipt will be signed by the client	None	2 minutes	In-charge, ID Production



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients may send their feedback by accomplishing a Customer Satisfaction Survey (CSS) form (Form No. URS-OP-IS-ISC-F-2017-03 Revision 04) available at the respective offices and may drop the form in the appropriate boxes placed within the concerned office.
How feedbacks are processed	The Customer Satisfaction Survey (CSS) Committee opens the CSS box monthly and prepares a report for submission of the same to the Document Control Center (DCC) for consolidation. The DCC distributes the results to Campus Directors/Head of Offices for information and immediate/appropriate action.
How to file a complaint	Fill-out Customer Satisfaction Survey (CSS) form and drop the filled-out form in the CSS box.
How complaints are processed	The Customer Satisfaction Survey (CSS) Committee opens the CSS box monthly and prepares a report for submission of the same to the Document Control Center (DCC) for consolidation. The DCC distributes the results to Campus Directors/Head of Offices for information and immediate/appropriate action.
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ✓ 8888 -Presidential Complaint Center (PCC) ✓ 0908-8816565 -CSC Contact Center ng Bayan (CCB) ✓ 478-5093 -Anti-Red Tape Authority (ARTA)



UNIVERSITY OF RIZAL SYSTEM

Email Address: ursmain@urs.edu.ph

or urs.opmorong@gmail.com

Office	Address	Contact Information
University Offices		
Office of the President	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980 J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Morong Campus (02) 8539 9950 to 56 Loc 108 Tanay Campus (02) 8539 995759 Loc 210
Vice President for Academic Affairs	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 110
Vice President for Administration and Finance	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 109
Vice President for Research Development, Extension and Production	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 111
Office of the Director of Administrative Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 112
Office of the Director of Student Development Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 115
University Accounting Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 119
University Budget Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 120
University Cash Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 102
University General Services Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 114
University Registrar Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 121



University Records Unit / Document Control Center	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 123
University Quality Assurance Unit / ISO Command Center	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 122
University Project Management Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 123
University Information and Technology Communication Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 888
Corporate Business Affairs Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 126
University Supply and Property Management Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 128
Admission and Scholarship and Financial Assistance Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 129
University Information Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 130
University Health Services Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 131
Angono Campus (02) 8539 9930 to 31		
Office of the Campus Director - Angono	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 250
Office of the Dean, College of Education	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 254
Office of the Dean, College of Arts and Letters	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 255
Campus Cash Unit	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 252
Campus Human Resource Management Unit	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 253



Antipolo Campus		
(02) 8539 9933 to 34		
Office of the Campus Director - Antipolo	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 270
Office of the Dean, College of Hospitality Industry	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 275
Office of the Dean, College of Education	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 274
Office of the Dean, College of Engineering	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 276
Campus Registrar Unit	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 271
Campus Cash Unit	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 272
Campus Human Resource Management Unit	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 273
Binangonan Campus		
(02) 8539 9935 to 37		
Office of the Campus Director - Binangonan	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 300
Office of the Dean, College of Accountancy	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 304
Office of the Dean, College of Computer Science	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 305
Office of the Dean, College of Business	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 306



Campus Registrar Unit	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 301
Campus Cash Unit	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 302
Campus Human Resource Management Unit	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 303
Cainta Campus (02) 8539 9938 to 39		
Office of the Campus Director - Cainta	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 330
Office of the Dean, College of Education	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 334
Office of the Dean, College of Industrial Technology	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 335
Campus Registrar Unit	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 331
Campus Cash Unit	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 332
Campus Human Resource Management Unit	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 333
Cardona Campus (02) 8539 9940 to 41		
Office of the Campus Director - Cardona	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 115
Office of the Dean, College of Fisheries	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 353
Campus Registrar Unit	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 351



Campus Cash Unit	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 351
Campus Human Resource Management Unit	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 352
Morong Campus		
(02) 8539 9950 to 56		
Office of the Campus Director - Morong	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 100
Office of the Dean, College of Education	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 104
Office of the Dean, College of Science	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 107
Office of the Dean, College of Industrial Technology	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 105
Office of the Dean, College of Engineering	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 106
Campus Human Resource Management Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 103
Campus Registrar Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 101
Campus Cash Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 102
Campus Health Services Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 131
Pililla Campus		
(02) 8539 9942 to 44		
Office of the Campus Director - Pililla	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 160
Office of the Dean, College of Education	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 164
Office of the Dean, College of Social Science	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 165



Office of the Dean, College of Business	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 166
Campus Human Resource Management Unit	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 163
Campus Registrar Unit	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 161
Campus Cash Unit	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 162
Rodriguez Campus		
Office of the Campus Director - Rodriguez	Amity Ville, San Jose, Rodriguez, Rizal	Loc 180
Office of the Dean, College of Agriculture	Amity Ville, San Jose, Rodriguez, Rizal	Loc 184
Office of the Dean, College of Social Work and Community Development	Amity Ville, San Jose, Rodriguez, Rizal	Loc 185
Office of the Dean, College of Business	Amity Ville, San Jose, Rodriguez, Rizal	Loc 186
Campus Human Resource Management Unit	Amity Ville, San Jose, Rodriguez, Rizal	Loc 183
Campus Registrar Unit	Amity Ville, San Jose, Rodriguez, Rizal	Loc 181
Campus Cash Unit	Amity Ville, San Jose, Rodriguez, Rizal	Loc 182
Tanay Campus		
(02) 8539 9957 to 59		
Office of the Campus Director - Tanay	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 200
Office of the Dean, College of Agriculture	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 204



Office of the Dean, College of Agribusiness Management	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 206
Office of the Dean, College of Science and Education	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 205
Sustainable Agriculture and Natural Resources Institute	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 209
Campus Human Resource Management Unit	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 203
Campus Registrar Unit	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 201
Campus Cash Unit	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 202
Taytay Campus		
(02) 8539 9948 to 49		
Office of the Campus Director - Taytay	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 230
Office of the Dean, College of Nursing	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 234
Office of the Dean, College of Education	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 235
Campus Human Resource Management Unit	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 233
Campus Registrar Unit	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 231
Campus Cash Unit	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 232