



UNIVERSITY OF RIZAL SYSTEM

CITIZEN'S CHARTER

2023 1st Edition



UNIVERSITY OF RIZAL SYSTEM CITIZEN'S CHARTER

2023 1st Edition

I. 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.

II. Vision:

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

III. 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.

IV. Service Pledge:

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

Serving you promptly, efficiently, and with utmost courtesy by authorized Personnel/Staff, with proper identification, from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break, subject to health and security protocols imposed by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases measures adopted by this University the CSC to help contain the spread of COVID-19.

Ensuring strict compliance with service standards, with written explanation for any delays in frontline services;

Responding to your complaint about our services the soonest or within the day through our University and Campus Public Assistance and Complaints Desk and Taking corrective measures.



LIST OF SERVICES

	Page Number
CASHIER'S OFFICE	
External/Internal Services	4
Collection of Payment – Issuance of Statement of Account	5
Collection of Payment – Issuance of Official Receipt	6
Cash Disbursement - Payment thru cash	8
Check Disbursement – Releasing of Checks	9
HEALTH SERVICES	
External/Internal Services	10
Medical Consultation	11
Medical Consultation and Referral	12
Dental Consultation and Treatment	14
HUMAN RESOURCE MANAGEMENT	
External/Internal Services	18
Submission of Job Application	19
Student Assistant: Hiring of Student Assistant	21
Faculty and Staff: Requesting and Issuing Various Request (Certificate of Employment, Service Records, Leave Credits and others)	22
LIBRARY SERVICES	
External/Internal Services	24
Delivery of Online Library Services Request	25
RECORD'S OFFICE	
External/Internal Services	28
Information Services (Request and Issuance of New Releases, Archival Records)	29



REGISTRAR'S OFFICE

External/Internal Services	31
Issuance of Transcript of Records (TOR)	32
Issuance of Transfer Credential	34
Issuance of Diploma (Second Copy)	37
Issuance of Certification, Authentication and Verification (CAV)	39
Issuance of Certified True Copy (CTC) of Diploma/TOR	41
Issuance of Certification	43

STUDENT DEVELOPMENT SERVICES

External/Internal Services	46
Issuance of College Admission Test Permit	47
Issuance of Certification of Admission Test Result	48
Issuance of Student Welfare Assistance (SWA)	49
Issuance of Recommendation Letter for Job Application	51
Issuance of Student Organization Activity Form	52
Issuance of Financial Assistance Claim Slip	54
Issuance of Identification Card	55



CASHIER'S OFFICE

External/Internal Services



CASHIER'S OFFICE

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:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Citizen to Government			
Who may avail:	Student/Scholarship Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Pre-Registration (1 photocopy)		Registrar's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of preregistration	1.1 Interview the student, check and verify Pre-registration to ERS 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	2.1 Process the Statement of Account	None	5 minutes	Cashier
3. Report to the Cashier's Office on the scheduled date	3.1 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:		Cashier's Office		
Classification:		Simple		
Type of Transaction:		G2C – Citizen to Government		
Who may avail:		Students, Faculty and Staff Members, Alumni/Other Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Registration Form		Registrar's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled out request slip, forms, pre-registration forms, etc.	1.1 Examine pre-registration or request slip & other requirements as to completeness & accuracy	None	1 minute	Cashier
2. Pay the corresponding amount.				
Tuition Fee:				
2.1 Regular Students	2.1.1 Issue Official Receipt	Cash or Installment - 50% or 75% Tuition Fee, 100% Miscellaneous & Fiduciary Fees	3 minutes	Cashier
2.2 Scholars	2.2.1 Verify from the list of scholars	Based on Scholarship privileges	2 minutes	Cashier
Other Fees:				
2.3 Admission Fee	2.3.1 Issue Official Receipt	P50.00 - Laboratory Schools P100 - Senior High School P150 - Graduate School	2 minutes	Cashier
2.4 Graduation Fee	2.4.1 Issue Official Receipt	P1,000.00	2 minutes	Cashier



2.5 Certificates (Good Moral, Graduation/ Candidacy, Grades, Units Earned/Credit, Enrollment, Authentication & Verification, GWA, etc.)	2.5.1 Issue Official Receipt	P20.00/page – College P100.00/page – Graduate School	2 minutes	Cashier
2.6 Transfer Credential/ Honorable Dismissal	2.6.1 Issue Official Receipt	P20.00 – College P100.00 – Graduate School	2 minutes	Cashier
2.7 Completion	2.7.1 Issue Official Receipt	P50.00/subject	2 minutes	Cashier
2.8 Official Transcript of Records	2.8.1 Issue Official Receipt	P50.00/page – College/Certificate in Professional Education (CPE) P100.00/page – Graduate School	2 minutes	Cashier
2.9 Reprinting of Certificate of Registration/ Schedule	2.9.1 Issue Official Receipt	P10.00/ copy	2 minutes	Cashier
3.0 Second Copy of Diploma	3.0.1 Issue Official Receipt	P50.00	2 minutes	Cashier
3.1 Report of Rating	3.1.1 Issue Official Receipt	P10.00	2 minutes	Cashier
3.2 Form 137	3.2.1 Issue Official Receipt	P10.00	2 minutes	Cashier
3.3 Form 138	3.3.1 Issue Official Receipt	P20.00	2 minutes	Cashier
3.4 Certified True Copy	3.4.1 Issue Official Receipt	P5.00/page	2 minutes	Cashier
3.5 Adding/ Changing/ Dropping of subject	3.5.1 Issue Official Receipt	P10.00/subject	3 minutes	Cashier
Comprehensive Exam:				
3.6 Doctoral	3.6.1 Issue Official Receipt	P2,000.00	2 minutes	Cashier



3.7 Masteral	3.7.1 Issue Official Receipt	P1,500.00	2 minutes	Cashier
Statistics Fee:				
3.8 Doctoral & Masteral	3.8.1 Issue Official Receipt	P5,000.00	2 minutes	Cashier
3.9 Undergraduate	3.9.1 Issue Official Receipt	P1,000.00	2 minutes	Cashier
4.0 Rental or hire of equipment and/or facilities	4.0.1 Issue Official Receipt	Based on existing rate of rental of facilities	2 minutes	Cashier
4.1 LET Review	4.1.1 Issue Official Receipt	P4,000.00	2 minutes	Cashier
4.2 Refresher Course	4.2.1 Issue Official Receipt	P1,500.00/subject	2 minutes	Cashier
4.3 Civil Service Review	4.3.1 Issue Official Receipt	P1,500.00/subject	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 Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
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	1. Give the logbook to the client	None	2 minutes	University Cashier Staff
2. Present Valid ID and/or Authorization Letter	2. Examine the valid ID/authorization letter	None	1 minute	University Cashier Staff
3. Sign at the General Payroll	3. Verify the signature of the claimant	None	1 minute	University Cashier Staff
4. Count the cash received	4. 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 Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G			
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	1. Examine the valid ID/authorization letter	None	1 minute	University Cashier Staff
2. Fill out the visitor's logbook	2. Give the logbook to the client	None	2 minutes	University Cashier Staff
3. Sign at the Warrant Register	3. Give the warrant register to the client	None	1 minute	University Cashier Staff
4. Sign at the Disbursement Voucher	4. Give the approved disbursement voucher	None	1 minute	University Cashier Staff
5. Sign at the BIR Form 2306/2307, if any	5. Verify the signature of the claimant and date signed	None	1 minute	University Cashier 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	5 minutes	University Cashier Staff



HEALTH SERVICES

External/Internal Services



HEALTH SERVICES

External/Internal Services

1. Medical Consultation

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

Office or Division:	Medical Services			
Classification:	Simple			
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	None	3 minutes	Nurse in Charge
	1.2 Look for the medical records.			
	1.3 Log in			
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.			
	2.3 Physician assessment and conduct	None	10 minutes	Physician on Duty



	Physical Examination			
	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 Updated medical records and medicine consumption log book			
4. Patient for discharged	4.1 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:	Medical Services
Classification:	Simple
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	None	3 minutes	Nurse in Charge
	1.2 Look for the medical records.			
	1.3 Log in			
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 if the case is manageable. (If the case is not manageable in the clinic for referral to the Hospital of choice for further evaluation and management.)	None	5 minutes	Physician on Duty
	2.5.1 Prescribe medicines according to the medical	None	5 minutes	Physician on Duty



	condition and follow up consultation 2.5.2 Coordinates with relatives and advisers regarding the referral.			
3. Referred back to Nurse in Charge	3.1.1 Carry out doctor's orders and issuance of available medicines. 3.1.2 Prepare for transfer to Hospital. of Choice 3.2.1 Updated medical records and medicine consumption log book 3.2.2 Endorsed patient case to Nurse in charge at Emergency Room	None	5 minutes	Nurse in Charge
4. Patient for discharged	4.1.1 Advised 4.1.2 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:	URS Dental Health Services
Classification:	Dental Health Services
Type of Transaction:	G2C - Government to Citizen
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 Dental Aide 1.2 State the nature of dental complain	1.1 Retrieve Individual Dental Health Record Chart (if old) 1.2 If new create new chart	none	3 minutes	<i>Pamela B. Balajadia, (Dental aide)</i>
2. Wait at the receiving area to be called by the dental aide	2.1 Prepare diagnostic tools	none	3 minutes	<i>Pamela B. Balajadia, (Dental aide)</i>
3. Sit on the Dental Chair	3.1 Conduct Dental examination, evaluation & initial assessment 3.2 Record patient's Dental history 3.3 Conduct initial Diagnosis and treatment plan 3.4 Inform the patient on treatment procedure Upon agreement: 3.5 Set reappointment date or perform Treatment procedures*	none	5 minutes	<i>Dr. Godwin A. Olivas, (Dentist)</i>
*Treatment Procedures	3.7 Patient evaluation & assessment 3.8 (Tooth Extraction) primary teeth	None	15 minutes	<i>Dr. Godwin A. Olivas, (Dentist)</i>



	3.9 Prescription of medication			
*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	IV.1 Chairside instructions on post treatment procedures IV.2 Prescribe medicines according to condition	none	3 minutes	Dr. Godwin A. Olivas, (Dentist) / Pamela B. Balajadia, (Dental aide)



	IV.3 Record final diagnosis and treatment done IV.4 Record medicines issued in the logbook			
5. Enrolment procedures 5.1 Fill up to IDHR & Clearance slip	5.1 Checkup / assessment of incoming freshmen	None	2 minutes	<i>Dr. Godwin A. Olivas, (Dentist) / Pamela B. Balajadia, (Dental aide)</i>



HUMAN RESOURCE MANAGEMENT

External/Internal Services



HUMAN RESOURCE MANAGEMENT

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 Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
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)		Human Resource Management Office		
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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk in:				
1. Secure Job Application Form (HRMO Form No. 1)	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	3. Issue notice of acceptance of the documents received	none	5 minutes	Human Resource Personnel
Online:				
1. Send application through careers@urs.edu.ph	1. Validate the documents submitted and provide e-copy of application form together with the acknowledgment 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) and submit it as reply to the previous messages at careers@urs.edu.ph	2. Schedule the applicant for Initial Interview	none	Within the day	Human Resource Personnel
3. Receive an invitation for initial Interview	3. Verify the confirmation of the applicant with the given schedule	none	10 minutes	Human Resource Personnel



4. Attend the initial interview through online platform	4.1 Assess the qualifications of the applicant towards the position he/she is applying for. 4.2 Orient the applicant about the procedures of the University on the Recruitment and Selection process	none	5 minutes	Human Resource Personnel
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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:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Application Form		Human Resource Management Office		
2) Latest 2X2 Picture				
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	1. Accept application letter	none	1 minute	Campus HR/Staff



	with the requirements to the In-charge of Student Assistants for assessment. Give a schedule of interview			
2. Preliminary Interview	2. 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	4. 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:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) HRMO Requisition and Issue Slip		Human Resource Management Office		
2) Photo Copy of Employee ID				
3) Photo Copy of Service Records (for Certificate of Employment)				
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	2.1 Release document to the requisitioner	none		Campus HR/Staff



LIBRARY SERVICES

External/Internal Services



LIBRARY SERVICES

External/Internal Services

1. Delivery of Online Library Services Request

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 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. The library personnel is also available to answer questions online and may recommend resources for reference.

Office or Division:	Library Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
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	<i>Campus Library Personnel</i>
	1.2 Verify if bonafide student/employee	None	1 minute	<i>Campus Library Personnel</i>



	1.3 If not yet registered in the Koha Database, encode personal information in the Koha Database	None	1 minute	<i>Campus Library Personnel</i>
2. Consult the OPAC	2.1 Check the availability in the printed and/or in the digital collection	None	30 seconds	<i>Campus Library Personnel</i>
	2.2 Check the availability of the library resources, if none, advise/recommend to the client other related resources	None	1-2 minutes	<i>Campus Library Personnel</i>
	2.3 Retrieve the material from the collection	None	1-5 minutes	<i>Campus Library Personnel</i>
	2.4 Sends the requested resources via Document Delivery Services through	None	1-3 minute	<i>Campus Library Personnel</i>



	Facebook messenger, email, or Viber			
3. Receive the Library Resource	3.1 Mark the status of service response	None	1 Minute	<i>Campus Library Personnel</i>



RECORD'S OFFICE

External/Internal Services



RECORD'S OFFICE

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 Record's 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 trainings, 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:	Record's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen,			
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 REQUEST 1.1 Secure/follow up action taken by the	1.1 Release information/ request/ communication forwarded to the Office to people concerned thru email,	None	5 to 10 mins	Records Officer and staff



<p>President to their request/communication forwarded</p>	<p>messenger or hand over</p>			
<p>2. ISSUANCES (Office Memorandum/ Office Order/Office Advisory/Office Circular)</p> <p>2.1 Secure copies of the issuances</p>	<p>2.1 Release 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</p>	<p>None</p>	<p>1 to 3 days depending on the availability of the recipient</p>	<p>Records Officer and staff</p>
<p>3. ARCHIVAL</p> <p>3.1 Transfer old records and documents to the Records Office for safekeeping</p>	<p>3.1 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</p>	<p>None</p>	<p>Varies depending on the performance of the people</p>	<p>Records Officer and staff Records Analyst from NAP</p>



REGISTRAR'S OFFICE

External/Internal Services



REGISTRAR'S OFFICE

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:	Registrar's Office	
Classification :	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Graduates/Active and Inactive Students	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Accomplished request slip (1 copy) (PDF or Word copy of request slip can be sent via email, via google form or walk – in)	Registrar's Office
	Official Receipt of Payment	Cashier's Office
	Accomplished clearance (1 copy) Can be downloaded online	Requesting Party
	2" x 2" – sized ID picture with white background for board examination purpose (1 piece)	Requesting party



Authorization Letter (with ID) if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (1 copy) (Photocopy and original)		Requesting Party		
Claim Slip		Registrar's Office		
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	<i>Frontline Personnel</i> Registrar's Office
2. Fill-up the request slip	2. None	None	2 minutes	
3. Pay to the Cashier	3. Process payment and issue official receipt	(TOR Fee) – PHP 50.00 per page (undergraduate)/ PHP 100 per page (graduate students)	5 minutes	<i>Cashier</i> Cashier's Office
4. Accomplish the clearance	4. None	None	15 minutes	



5. Submit the accomplished request slip and the other requirements	5.1. Review the request slip and the other requirements	None	5 minutes	<i>Frontline Personnel Registrar's Office</i>
	5.2. Schedule the release of TOR and issue the claim slip		2 minutes	<i>Frontline Personnel Registrar's Office</i>
	5.3. Prepare, check and sign the TOR		4 hours	<i>Frontline Personnel, Staff, College Registrar, Campus Registrar Registrar's Office</i>
6. Present claim slip and authorization letter (if applicable)	6. Release the TOR	None	2 minutes	<i>Frontline Personnel Registrar's Office</i>

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:	Registrar's Office
Classification :	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Active and Inactive Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Accomplished request slip (1 copy) (PDF or Word copy of request slip can be sent via email, via google form or walk – in)		Registrar's Office		
Official Receipt of Payment		Cashier's Office		
Accomplished clearance (1 copy) Can be downloaded online		Requesting Party		
Original Form 137		Requesting Party		
Original TOR for transferees		Requesting Party		
Authorization Letter with ID if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative(Photocopy and original) (1 copy)		Requesting Party		
Claim Slip		Registrar's Office		
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	<i>Frontline Personnel</i> Registrar's Office
2. Fill-up the request slip	2. None	None	2 minutes	



3. Pay to the Cashier	3. Process payment and issue official receipt	(Transfer Credential Fee) – PHP 20.00 (undergraduate) /PHP 100 (graduate students)	5 minutes	<i>Cashier</i> Cashier's Office
4. Accomplish the clearance	4. None	None	15 minutes	
5. Submit the accomplished request slip and the other requirements	5.1. Review the request slip and the 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	<i>Frontline Personnel</i> Registrar's Office <i>Frontline Personnel</i> Registrar's Office <i>Frontline Personnel,</i> <i>Staff,</i> <i>College Registrar,</i> <i>Campus Registrar</i> Registrar's Office
6. Present claim slip and authorization letter (if applicable)	6. Release the Transfer Credential	None	2 minutes	<i>Frontline Personnel</i> Registrar's Office



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:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy) (PDF or Word copy of request slip can be sent via email, via google form or walk – in)		Registrar's Office		
Official Receipt of Payment		Cashier's Office		
Affidavit of Loss (1 copy)/Damaged Diploma		Requesting Party		
Authorization Letter with ID if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (Photocopy and original) (1 copy)		Requesting Party		
Claim Slip		Registrar's Office		
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	<i>Frontline Personnel</i> Registrar's Office
2. Fill-up the request slip	2. None	None	2 minutes	
3. Pay to the Cashier	3. Process payment and issue official receipt	(Second Copy of Diploma Fee) – PHP 50.00	5 minutes	<i>Cashier</i> Cashier's Office
4. Submit the accomplished request slip and the other requirements	4.1. Review the request slip and the other requirements	None	2 minutes	<i>Frontline Personnel</i> Registrar's Office
	4.2. Schedule the release of Second Copy of Diploma and issue the claim slip		2 minutes	<i>Frontline Personnel</i> Registrar's Office
	4.3. Prepare, check and sign the Second Copy of Diploma		10 minutes	<i>Frontline Personnel, Staff, College Registrar, Campus Registrar</i> Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5. Release the Second Copy of Diploma	None	2 minutes	<i>Frontline Personnel</i> Registrar's Office



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:	Registrar's Office	
Classification :	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Graduates/Active and Inactive Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Accomplished request slip (1 copy) (PDF or Word copy of request slip can be sent via email, via google form or walk – in)	Registrar's Office	
Official Receipt of Payment	Cashier's Office	
Original/Photocopy Diploma and TOR – Graduates	Requesting Party	
Original/Photocopy TOR – Active & Inactive Students	Requesting Party	
Authorization Letter with ID if a representative will be the one to transact (1 copy)	Requesting Party	



ID card of the representative(Photocopy and original) (1 copy)		Requesting Party		
Claim Slip		Registrar's Office		
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	<i>Frontline Personnel</i> Registrar's Office
2. Fill-up the request slip	2. None	None	2 minutes	
3. Pay to the Cashier	3. Process payment and issue official receipt	(CAV Fee) – PHP 20.00 (undergraduate) /PHP 100 (graduate students)	5 minutes	<i>Cashier</i> Cashier's Office



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

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:	Registrar's Office
Classification :	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Graduates/Active and Inactive Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy) (PDF or Word copy of request slip can be sent via email, via google form or walk – in)		Registrar's Office		
Official Receipt of Payment		Cashier's Office		
Original Diploma/TOR		Requesting Party		
Photocopy of Diploma/TOR (depends on how many copies the client needs)		Requesting Party		
Authorization Letter with ID if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative (Photocopy and original) (1 copy)		Requesting Party		
Claim Slip		Registrar's Office		
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	<i>Frontline Personnel</i> Registrar's Office
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 Cashier's Office
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 Registrar's Office
	4.2. Schedule the release of CTC and issue the claim slip		2 minutes	Frontline Personnel Registrar's Office
	4.3. Prepare, check and sign the CTC		10 minutes	Frontline Personnel, Staff, College Registrar, Campus Registrar Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5. Release the CTC	None	2 minutes	Frontline Personnel Registrar's Office

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:	Registrar's Office
Classification :	Simple



Type of Transaction:	G2C			
Who may avail:	Active and Inactive Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request slip (1 copy) (PDF or Word copy of request slip can be sent via email, via google form or walk – in)		Registrar’s Office		
Official Receipt of Payment		Cashier’s Office		
Authorization Letter with ID if a representative will be the one to transact (1 copy)		Requesting Party		
ID card of the representative(Photocopy and original) (1 copy)		Requesting Party		
Claim Slip		Registrar’s Office		
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	<i>Frontline Personnel</i> Registrar’s Office
2. Fill-up the request slip	2. None	None	2 minutes	



3. Pay to the Cashier	3. Process payment and issue official receipt	(Certification Fee) – PHP 20.00 (undergraduate)/PHP 100 (graduate students)	5 minutes	<i>Cashier</i> Cashier's Office
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	<i>Frontline Personnel</i> Registrar's Office <i>Frontline Personnel</i> Registrar's Office <i>Frontline Personnel, Staff,</i> <i>College Registrar,</i> <i>Campus Registrar</i> Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5. Release the Certification	None	2 minutes	<i>Frontline Personnel</i> Registrar's Office



Student Development Services

External/Internal Services



Student Development Services

External/Internal Services

1. Issuance of College Admission Test Permit

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 is presented to the examiners/ proctors during the test.

Office or Division:	Student Admission Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who my avail:	Student-applicants (Freshmen and Transferees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FRESHMEN:				
Document 1 – Certified True Copy of Form 138- First Semester of G12 (1 photocopy)		Last School Attended		
Document 2 – Certificate of Good Moral Character (1 photocopy)		Last School Attended		
Document 3 – PSA Birth Certificate (1 photocopy)		Philippine Statistic Authority		
Document 4 – 2 copies of 2X2 recent ID picture				
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 – PSA Birth Certificate (1 photocopy)		Philippine Statistic Authority		
Document 4 – 2 copies of 2X2 recent ID picture				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form for admission from the Admission Office or Download from	1.1 Issue application form 1.2 Advise to download application form from the	None	1 minute	Officer of the day



the URS Website	URS Website			
2. Fill-out the application form neatly and completely and attach all the required documents and file the application form	2.1 Receive and scrutinize the submitted requirements 2.2 Advise the student-applicant to proceed to the College Dean for an interview	None	4 minutes	Admission Officer
3. Proceed with the interview	3.1 The assigned interviewer will conduct an interview and give corresponding rating	None	10 minutes	College Dean, Program Head
4. Submit the completed application with interview rating to the admission office	4.1 Accept the documents and after checking the veracity, the admission officer will issue a Test Permit stating the time, date of examination and room assignment to the applicant	None	5 minutes	Admission Officer/ Registering Officer

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 for different purposes.



Office or Division:	Student Admission Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who my avail:	Freshmen 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 result and register your name on the logbook and fill-out request slip	2.1 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 evaluated/ verified.	2.1 The Admission or Testing Officer verifies the Admission Test Result 2.2 Certificate of Admission Result will be processed	None	7 minutes	Admission Officer/ Testing Officer
3. Acknowledgement receipt will be signed by the student	3.1 Certificate of admission result will be released	None	1 minute	Admission Officer/ Testing 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 as well as graduate students who met with an accident. Only curriculum related incidents are qualified to receive the assistance.



Office or Division:	Office of Student Development Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who my avail:	Bonafide college student and graduates who met an accident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Accident Report/ Police Report (1 original, 1 photocopy)		Company where Student met an accident/ Police Station if Accident happened outside the company		
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	1.1 Assist the client in filling-up the application form	None	1 minute	SWA In-charge
2. Present the requirements needed for Student Welfare Assistance claims	2.1 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	None	26 minutes	SWA In-charge/ University Physician



	3.1 Facilitate the processing of SWA claim			
4. Proceed with 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	2 – 3 days	Dean’s Office / Campus Director / Vice-President for Administration and Finance / University President
5. Wait for the release of the assistance	5.1 Once available, the applicant will then be notified through call slip or text messaging.	None	1-2 days	OSDS Director / University Cashier / Campus Cashier / SWA In-charge
6. Report to the SWA In-charge and Campus Cashier on the scheduled date and present your identification card for verification. You will also sign the acknowledgment receipt upon receiving the assistance.	6.1 Release the assistance	None	5 minutes	SWA In-charge / Campus Cashier

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			
Type of Transaction:	G2C – Government to Citizen			
Who my 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)		Registrar’s Office		
Document 2 – Certification of Grades for Undergraduate(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 request slip	1.1 Assist the client in filing the request slip	None	1 minute	Officer of the day
2. Present the requirements	2.1 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	4.1 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:		Student Organization Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who my 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	None	3 minutes	Director OSDS
1.3 Evaluate the proposal for presentation to the academic/administrative meeting.				
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.	3.1 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	4.1 Issue an Activity Form one week before the event and advise to submit the filled-out	None	1 minute	Head of Student Organizations



	application form via email.			
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6. Issuance of Financial Assistance Claim Slip

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

Office or Division:		Scholarship & Financial Assistance Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who my avail:		Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Registration of Enrollment (1 photocopy)		Registrar's Office		
Document 2 – Photocopy of School ID (1 copy)		Enrolled Student/ OSDS ID Production Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Head of Scholarship for the confirmation of scholarship	1.1 Give a confirmation form to be filled up by the scholar	None	1 minute	Head of Scholarship & Financial Assistance
2. Submit the filled up Confirmation Form and other requirements	2.1 Review the confirmation form and the submitted requirements 2.2 Issues a claim slip to be presented to the Cashier's Office	None	3 minutes	Head of Scholarship & Financial Assistance
3. Receive the Scholarship endorsement and present to the Cashier	3.1 Checked the students name in the masters' list of claimant	None	1 minute	Head of Scholarship & Financial Assistance



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:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who my avail:		Students, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 – Registration of Enrollment for Students (1 photocopy)		Registrar’s Office/ Students		
Document 2 – ID Request Slip for Faculty and Employees		Campus HR Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register your name on the logbook and fill up request slip	1.1 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	4.1 The In-charge issues the Identification Card and an acknowledgment receipt will be signed by the client	None	2 minutes	In-charge, ID Production
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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) 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)



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	(02) 8401-49-00
Vice President for Academic Affairs	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980 J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8401-49-12
Office of the Director of Administrative Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8935-88-19
Office of the Director of General Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8570-01-47
Office of the Director of Student Development Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8-584-52-83, (02) 8-899-36-05
University Accounting Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8653-28-71
University Budget Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8661-86-90, (02) 8935-59-86
University Cashier's Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8899-68-86
University Registrar's Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8899-67-48
Document Control Center	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8400-38-27
ISO Command Center	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8400-38-34, (02) 8400-38-43
University Physical Facilities Development Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8703-58-64



University Planning, Monitoring and Evaluation Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8899-35-69
University Management Information System Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8653-17-34
Corporate Business Affairs Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8359-88-42
University Supply and Property Management Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8653-28-60
Admission and Scholarship Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8899-36-05
Office of the Public Affairs	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8359-89-73
University Health Services (Medical)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8542-10-53
Angono Campus		
Director's Office	Ibañez St. Brgy. San Isidro, Angono, Rizal	(02) 8651-03-46
Antipolo Campus		
Director's Office	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	(02) 8697-57-73
Dean's Office, College of Business	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	(02) 8703-58-97
Dean's Office, College of Education	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	(02) 8703-60-39
Dean's Office, College of Engineering	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	(02) 8703-58-69
Registrar's Office	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	(02) 8703-59-37



Management Information System Office	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	(02) 8584-78-87
Binangonan Campus		
Director's Office	Manila E Rd, Brgy Calumpang, Binangonan Rizal, 1940	(02) 8652-10-18
Registrar's Office	Manila E Rd, Brgy Calumpang, Binangonan Rizal, 1940	(02) 8652-34-81
Office of Student Development Services	Manila E Rd, Brgy Calumpang, Binangonan Rizal, 1940	(02) 8652-16-93
Cainta Campus		
Director's Office	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	(02) 8359-87-76
Supply and Property Management Office	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	(02) 8703-58-71
Human Resource Management Office	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	(02) 8532-04-84
Management Information System Office	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	(02) 8350-57-06
Guard, Entrance Gate	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	(02) 8703-58-71
Cardona Campus		
Director's Office	Sitio Kuhala Brgy. Dalig cardona, Rizal,	(02) 8359-86-94
Morong Campus		
Dean's Office, Graduate School	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8571-22-50
Health Services (Dental)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8542-10-83



Health Services (Medical)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8542-11-69
Tanay Campus		
Director's Office	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8401-49-10
Human Resource Management Office	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8542-10-95
Registrar's Office	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8359-85-42
Dean's Office, College of Agriculture	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8401-49-11
Dean's Office, College of Agribusiness Management	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8514-49-56
Sustainable Agriculture and Natural Resources Institute	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8425-06-97
Taytay Campus		
Director's Office / Human Resource Management Office	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	(02) 8664-63-93