

Republic of the Philippines

UNIVERSITY OF RIZAL SYSTEM

Province of Rizal

URS CITIZEN'S
CHARTER

FOREWORD

The Citizen's Charter of the University of Rizal System, in compliance with the provisions of RA 9485 represents our systematic effort to focus on our commitment towards our constituents and all citizens in general by providing responsive, efficient and effective services that characterize transparency, accountability, and adherence to the rule of law.

The Charter contains our pledge to provide services in accordance with the best procedures as well as the responsible persons who render the services. It gives information and serves as guide to the public when transacting with the University of Rizal System.

We acknowledge that the citizens as clients expect the best through delivery of quality and transparent services, with equal treatment to all, mutual accountability and pursuit of continuous service improvement.

The University of Rizal System is here to serve and will deliver the services to the best of our abilities.

MARITA R. CANAPI, Ed. D.
University President



URS VISION

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

URS MISSION

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



URS CORE VALUES

R - esponsiveness

I - ntegrity

S - ervice

E - xcellence

S - ocial Responsibility



Republic of the Philippines
UNIVERSITY OF RIZAL SYSTEM
Province of Rizal

UNIVERSITY CITIZEN'S CHARTER FRONTLINE SERVICES

CASHIER'S OFFICE

Performance Pledge and Feedback and Redress Mechanism	1
Procedures and Systems	2

DEANS OF COLLEGES

Performance Pledge and Feedback and Redress Mechanism	8
Procedures and Systems	9

UNIVERSITY HRM OFFICE

Performance Pledge and Feedback and Redress Mechanism	15
Procedures and Systems	16

LIBRARY

Performance Pledge and Feedback and Redress Mechanism	27
Procedures and System	28

MEDICAL & DENTAL

Performance Pledge and Feedback and Redress Mechanism	33
Procedures and Systems	34

OFFICE OF STUDENT DEVELOPMENT SERVICES

Performance Pledge and Feedback and Redress Mechanism	41
Procedures and Systems	42

REGISTRAR'S OFFICE

Performance Pledge and Feedback and Redress Mechanism	71
Procedures and Systems	72

CASHIER'S OFFICE

Performance Pledge

We, in the Cashier's Office of the University of Rizal System, pledge and commit to deliver quality services as defined in the Citizen's Charter, specifically, we will be:

Committed to serve, we shall have
Ability to be flexible,
Sincere and
Honest. We will
Imbibe harmonious relationship,
Ensure effectiveness and be
Responsible at all times.

Feedback and Redress Mechanism

Please let us know how we have served you by sending your feedback through email at:

urs_cashiersoffice@yahoo.com

In case not satisfied with our services, your email complaints shall be immediately attended to.

THANK YOU for helping us continuously improve our services.

Cashier Services

COLLECTION OF PAYMENT – ISSUANCE OF OFFICIAL RECEIPT (MANUAL)

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

Students

Faculty and Staff Members

Alumni/Other Stakeholders

Duration: 30 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present completely filled out request slip, certification, registration form, etc.	Examine registration or request forms & other requirements to completeness & accuracy.	1 minute	Cashier		

2	Pay the corresponding amount.						
	Tuition Fee:						
	<i>Regular Students Center</i>	Issue Receipt	Official	6 minutes	Cashier	Cash Installment : 50% tuition 100% miscellaneous & fiduciary fees	Registration Form
	<i>Scholars</i>	Verify from the list of scholars		2 minutes	Cashier	Based on Scholarship privileges	Registration Form
	Completion	Issue Receipt	Official	1 minute	Cashier	P 50.00/ subject	Completion form
	Official Transcript of Records	Issue Receipt	Official	1 minute	Cashier	P 50.00/ page	Request Slip

	Admission Fee	Issue Official Receipt	1 minute	Cashier	P100 for undergraduates P150 for graduate school students	
	Reprinting of Assessment/ Schedule	Issue Official Receipt		Cashier	P10.00	Request Slip
	Diploma - 2nd copy	Issue Official Receipt		Cashier	P 50.00	Request Slip
	Adding/Changing of Subject/s	Verify Student Ledger	3 minutes	Cashier	P 10.00/ subject	Adding/ Changing Forms
	Dropping of Subject/s	Issue Official Receipt	3 minutes	Cashier	P 10.00/ subject	Dropping Form
	Graduation Fee	Issue Official Receipt	2 minutes	Cashier	P1,000.00	Application for Graduation

	Certificates:					
	<i>Good Moral Character</i>	Issue Official Receipt	3 minutes	Cashier	P 20.00/ subject	Request Slip
	<i>Grades</i>	-do-		-do-	P 20.00/ subject	-do-
	<i>Honorable Dismissal</i>	-do-		-do-	P 20.00	-do-
	<i>Authentication & Verification</i>	-do-		-do-	P 20.00	-do-
	<i>Certified True Copy</i>	-do-		-do-	P 10.00/ page	-do-
	<i>Form 137</i>	-do-		-do-	P 10.00	-do-

Comprehensive Exam Fee:						
<i>Doctoral</i>	Issue Official Receipt			Cashier	P 2,000.00	Request Slip
<i>Masteral</i>	-do-			-do-	P 1,000.00	-do-
Statistics Fee:						
<i>Doctoral & Masteral</i>	-do-			-do-	P 5,000.00	
<i>Undergraduate</i>	-do-				P 1,000.00	
Rental or hire of equipment and/or facilities	-do-	2 minutes		-do-	Based on existing rate of rental of facilities	Contract

END OF TRANSACTION

University Cashier	Mrs. Evelyn S. Manalo
CAMPUS CASHIERS:	
Angono	Mr. Oliver John R. Cayas
Antipolo	Mrs. Josephine G. Coronel
Binangonan	Mrs. Girlie C. Acbangin
Cainta	Mr. Dean G. Raymundo
Cardona	Mr. Alex C. Pili
Morong	Mrs. Eva B. Natividad
Pililla	Mrs. Maureen SL. Suyat
Rodriguez	Mrs. Anna Blanca SP. Colina
Tanay	Mr. Ranulfo D. Cuyno
Taytay	Mr. Nathaniel E. Garcia

DEAN'S OFFICE

Performance Pledge

We, the officials and employees of the College pledge to be:

- Committed to serve the people in nation building by providing quality and relevant academic program;
- Obedient in performing our tasks in developing highly competent professional, supportive of national and global thrusts and respectful in words and actions; and
- Excellent in giving service to the studentry, faculty and staff, community and other stakeholders.

Feedback and Redress Mechanism

Please inform us on how we have served you by sending your feedback through email:

urs_vpaa@yahoo.com

or

Approach our College Secretary or Staff if there are concerns to discuss and accomplish.

For other concern, please let us know through email.

In case not satisfied with our services, your written/ verbal complaints shall immediately be attended to.

THANK YOU for helping us continuously improve our service.

Dean's Office

ATTENDING TO STUDENTS' and PARENTS' CONCERN / PROBLEM

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

Students and Parents

How to Avail the Services:

Step	Applicant /Client	Service Provider	Duration of Activity (may vary depending on the nature of circumstances)	Person In-Charge	Fees	Form
1	File concern/ complaint at the Dean's Office	Give advise to the complainant	30 minutes	College Secretary/ Dean		

Step	Applicant / Client	Service Provider	Duration of Activity (may vary depending on the nature of circumstances)	Person In-Charge	Fees	Form
2	Submit the written complaint	Validate the written complaint	10 minutes	Secretary/ Dean		
3	Wait for the notice of the Dean for possible action	Provide schedule for a conference for both parties involved	30 minutes	Dean		

4	Attend the conference	Discuss the concern / problem with both parties	60 minutes	Dean		
		Investigate the facts and details of the case or problem	60 minutes	Dean		
		Make decisions/ recommendations/ endorses to the higher authority, if not solved at the level	24 hours	Dean		
		The Dean furnishes copy of the decisions to both parties	5 minutes	Dean and student (subject)		

Step	Applicant / Client	Service Provider	Duration of Activity (may vary depending on the nature of circumstances)	Person In-Charge	Fees	Form
5	Receipt of the decision	Explain the decisions	30 minutes	Dean		

END OF TRANSACTION

ANGONO		
Director	Dr. Medardo B. Bombita	
Deans	Mrs. Norma F. Elviña	Dean, College of Arts and Letters
	Prof. Sheryl Ann N. Perciano	Dean, College of Education
ANTIPOLO		
Director	Dr. Marinette G. Ramos	
Deans	Engr. Armando D. Vale	Dean, College of Small Scale Industries
	Dr. Danilo M. Pascual	Dean, College of Hospitality Industry
	Ms. Lourdes M. Tongohan	Dean, College of Education
BINANGONAN		
Director	Dr. Juan O. Abarro	
Deans	Mrs. Nery T. Vivas	Dean, College of Business
	Mrs. Mary Grace P. San Juan	Dean, College of Computer Studies
	Mrs. Loida T. Masinsin	Dean, College of Accountancy
CAINTA		
Campus Dean	Prof. Edgardo Y. Celestial	Dean, College of Industrial Technology
Dean	Dr. Julieta ST. Fulgado	Dean, College of Education
CARDONA		
Campus Dean	Prof. Jonathan R. Peñada	Dean, College of Fisheries

MORONG

Director	Dr. Demetria A. San Juan	
Deans	Dr. Marilou C. Pantaleon	Dean, College of Education
	Dr. Marvin P. Amoin	Dean, College of Engineering
	Dr. Mariam M. Estrabo	Dean, College of Science
	Dr. Allan E. Conde	Dean, College of Industrial Technology

PILILLA

Director	Prof. Ma. Hayde C. Ceballos	
Deans	Dr. Jocelyn L. Gagalang	Dean, College of Social Science and College of Education
	Mrs. Rivaolimae S. Calmada	Dean, College of Business

RODRIGUEZ

Director	Ms. Maricel B. Berdan	
Deans	Engr. Jericho M. Inarda	Dean, College of Agriculture and College of Business
	Mrs. Ma. Victoria H. Alarte	Dean, College of Social Works and Community Development
	Prof. Florante J. Mercado	Dean, College of Education

TANAY

Director	Dr. Fe D. Batoon	
Deans	Dr. Ederlinda B. Dacillo	Dean, College of Agriculture
	Dr. Amelita C. Cueto	Dean, College of Science and Education
	Dr. Euselle P. Suarez	Head, College of Agribusiness Management

TAYTAY

Campus Dean	Prof. Rulen T. Velicaria	Dean, College of Nursing
		Dean, College of Education



UNIVERSITY HUMAN RESOURCE MANAGEMENT OFFICE

Performance Pledge

We, in the University Human Resource Management Office are committed to serve with

Humility

Respect

Magnificence and

Obedience

Feedback and Redress Mechanism

The Human Resource Management Office values all the queries, comments and suggestions unto our service. Thus, we are pleased to know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the office
- Send your feedback through e-mail at urs_hrmo@yahoo.com or call us at telephone no. (02) 571-5164 or mobile no. 09232807186 and look for Ms. Ethel Ann F. Mata
- Talk to our available Human Resource Staff

If not satisfied with our services, your written/ verbal complaints shall immediately be attended to by the University Human Resource Management Officer and we assure you of utmost confidentiality on the information that will be provided.

THANK YOU for continuously supporting us in improving the quality of service that we ought to offer



UNIVERSITY HUMAN RESOURCE MANAGEMENT OFFICE

Submission of Job Application Form and Initial Screening of Applicants

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail of the Services:

Those who are willing to be included in the pool of applicants.

Duration : 35 minutes


How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Secure Job Application form HRMO Form No. 1 (Job Application Form)	HRMO staff shall provide HRMO Form No. 1 (Job Application Form)	5 minutes	Head, HR Procurement Services	None	HRMO Form No. 1 (Job Application Form)

2	<p>Applicants need to accomplish and attach pertinent documents for the job application.</p> <ol style="list-style-type: none"> 1. Photocopy of Transcript of Records (TOR) 2. Photocopy of Eligibility/Report of Rating 3. Computation of Scholastic Rating 4. One (1) pc. 2x2 ID Picture 5. Updated Resume <p>Present the accomplished application form</p>	Validate the information and document/s submitted	10 minutes	Head, HR	None	
---	--	---	------------	----------	------	--

		Conduct initial screening / evaluation of the qualifications of the applicant	10 minutes	Head HR	None	
		Orient the applicants with the procedures and policies of the University on the recruitment and selection process	5 minutes	Head HR	None	
3	Receive an acknowledgement	Issue notice of acceptance of the documents received	5 minutes			Acknowledgement notice

1	Send application through e-mail	Send reply letter to the applicants and download documents submitted	5 minutes	Head, HR		
2	Receive a reply letter acknowledging the receipt of application	Conduct screening / evaluation of the qualification of applicants.	5 minutes	Head, HR		
3	Attend orientation on the procedures and policies of the University on the recruitment and selection process	Orient the applicants with the procedures and policies of the University on the recruitment and selection policies	5 minutes	Head, HR		



4		Issue Notice of Acceptance of the documents	5 minutes	Head, HR		
---	--	---	-----------	----------	--	--

END OF TRANSACTION



UNIVERSITY HUMAN RESOURCE MANAGEMENT OFFICE

Student Assistant: Hiring of Student Assistant

Schedule of Services:

Monday to Friday

8:00 a. – 5:00 pm without noon break

Who May Avail the Services:

College Students

Requirements: Application Letter
 Resume with Latest 2X2 Picture
 Schedule of Classes

Total Processing Time: 15 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submission of requirements	Accept application letter with the requirements to the In-charge of Student Assistants for assessment. Give a schedule of interview	1 minute	HRM Staff		
2	Preliminary Interview	Conduct preliminary interview upon filing of application	5 minutes	HRM Staff		

3	Wait for the result of the screening	Advise for the results of the screening and assessment conducted	5 minutes	HRM Staff		
		<p>Select the qualified applicant</p> <p>Prepare appointment to be signed by the Director for Administrative Services</p>	3 minutes			

4	Undergo orientation	Orient the applicant on the policies of the University and work ethics	5 minutes	HRM Staff		
5	Report to the Office for deployment	Appointing authority will select among the applicants Prepare appointment signed by the Director for Administrative Services	3 minutes	SA In-charge		
END OF TRANSACTION						

UNIVERSITY HRMO	
	Mr. Benjie G. Ingco
CAMPUS HR Staff	
Angono	Ms Marie Germaine S. De Lemon
Antipolo	Mrs. Charlotte M. Santos
Binangonan	Ms Dorothy DC. Peñaranda
Cainta	Mrs. Eleonor F. Villaflor
Cardona	Ms Juliet Sarah F. Talanay
Morong	Mr. Malvin F. Mendones
Pililla	Mr. Brandy SJ. Natividad
Rodriguez	Mr. Antonio Tony V. Lobos, Jr.
Tanay	Mrs. Merlita B. Llorera
Taytay	Mr. Harold R. Cruz

LIBRARY

Performance Pledge

We, the officials and staff of the University of Rizal System Library commit ourselves to:

- S**erve the Academic Community of URS promptly, efficiently and with utmost courtesy
- E**xtend quality service to everybody at all times and at all ways
- R**ender utmost efforts in acquiring various learning resource materials
- V**alue books and other library materials as sources of knowledge and
- E**mpower clientele through research and academic outputs

Feedback and Redress Mechanism

We, the library management and staff desire to serve the students, faculty and the administration of URS to the fullest and to the best of our ability.

In the name of service, our assistance to our clients is extended with sacrifice, patience, dedication, and concern.

Should there be some dissatisfaction and inconveniences in the quality of services we render, please feel free to express through the following procedures:

A. You may write your complaint letter directly addressed to:

Library Services
URS Main Library
URS Morong
Sumulong St. Morong, Rizal

B. You may visit the office of the Head, Library Services.



Library Services

USING, BORROWING AND RETURNING BOOKS

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

All Students, Faculty and Staff of the University

Requirement/s: Library Cards

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<p>Student Researchers:</p> <p>Log in / register personal data in the logbook for record purposes</p> <p>Present Library Card</p> <p>Proceed to OPAC or Card Catalog</p>	<p>Check the Library Card & verify if bonafide student.</p>	<p>1 minute</p> <p>1 minute</p> <p>20/15 minutes</p>	<p>Librarian</p>		

2	<p>Other Researches</p> <p>Copy call number & author's name on a call slip.</p> <p>Present it to the librarian. (close shelves system)</p> <p>Proceed on the shelves. (open shelves system)</p>	<p>Get the book from the shelves</p>	<p>1 minute</p> <p>3 minutes</p> <p>3 minutes</p>	<p>Librarian</p>		
3	<p>Sign the book card.</p>	<p>Receive book card and library card for filing.</p>	<p>2 minutes</p>			

4	Returning of the borrowed books	Check the account number of the book	1 minute	Librarian	P 8.00/day- for reserved books P 1.00/day for circulation book
	Pay the fine	Check the due date	1 minute		
		If overdue, sign the penalty logbook	1 minute		
		Issue / return the LC	1 minute		

END OF TRANSACTION

Head, Library Services	Mrs. Cecilia G. Reyes
LIBRARIANS	
Angono	Ms. Rose Marie Q. Tiburcio
Antipolo	Mr. Von G. Ramirez
Binangonan	Mrs. Adora G. Mallare
Cainta	Ms. Rhealyn R. Nimer
Cardona	Mrs. Cecilia G. Reyes
Morong	Mrs. Cecilia G. Reyes
Pililla	Mrs. Anna Minia Lourdes C. Martinez
Rodriguez	Mrs. Ma. Regina DC. Dupaya
Tanay	Dr. Elvira C. Prieto
Taytay	Mrs. Roselyn O. Madia

MEDICAL OFFICE

Performance Pledge

We, the officials and employees of the Health Team pledge and commit to deliver quality health services as contained in this Citizen's Charter. We will deliver quality medical/ dental services and standard care and vow to

Help the

Entire

Academe, promote

Love and encourage all to

Treasure

Health

Feedback and Redress Mechanism

As the University of Rizal System Medical - Dental Health Team strive to give utmost care in protecting the health of the entire academe, we would like to hear from you how we have served you by accomplishing the feedback form.

You can also send also your inquiries, comments, suggestions to our e-mail address at

clinicurs@yahoo.com

All communications received, will be treated with utmost confidentiality to guard your privacy and in accordance with the Code of Ethics of all Health Services involved.

Please let us know so we can relentlessly improve and serve you better.

Thank you and Stay Healthy

URSM Medical - Dental Staff

Medical Services

CONSULTATION OF PATIENTS

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

All Students, Faculty and Staff of the University

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1.	Registration Approach the nurse and give some necessary data	Ask the purpose of consultation and look for the medical records	3 minutes	Nurse		

2	Wait to be called by the nurse	Conduct initial assessment Refer to Medical Officer	5 minutes	Nurse		
3	Sit and wait to be called by the Medical Officer	Conduct initial assessment Refer to Medical Officer Evaluation and Treatment Conduct the physical examination Performs treatment/management Prescribe medicines according to the medical condition Record medicines issued in logbook	10 minutes	Nurse Physician Physician Physician Physician Nurse		

PHYSICIAN	Dr. Edna C. Maycacayan
	Dr. Angelito B. Fernando
NURSES	
Angono	Mrs. Niña SG. Reyes
Antipolo	Mrs. Jean Leslie B. De Castro
Binangonan	} Mr. Adrian Manuel B. Rubin
Cardona	
Cainta	Mr. Jed David S. Dela Cruz
Morong	Mrs. Adelaida R. Superiano
	Mrs. Mary Ann P. De Leon
	Ms. Jovi Arianne P. Pagalunan
	Mrs. Rosalie F. Francisco
Pililla	Mrs. Shiela Marie P. Martinez
Rodriguez	Mr. John Roy S. Gagalac
Tanay	Ms. Shiela C. Olivas
Taytay	Ms. Ma. Carmela Isabelle DU. Inguito
Dentist	Dr. Godwin A. Olivas
Staff	Mrs. Pamela B. Balajadia



Dental Services

CONSULTATION OF PATIENTS

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

All Students, Faculty and Staff of the University

Requirements: Identification Card

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	<p>Registration</p> <p>Approach the dental assistant and give some necessary data.</p> <p>Fill up the individual dental health chart for new patients.</p> <p>Wait at the receiving area to be called by the dental assistant</p>	<p>Conduct initial dental examination</p> <p>Look for the individual dental health record</p>	<p>3 minutes</p> <p>1 minute</p>	<p>Pamela B. Balajadia</p>		

2	Sit on the dental chair	<p>Conduct initial assessment</p> <p>Conduct the oral examination</p> <p>Record patient's dental history</p> <p>Conduct initial diagnosis and treatment plan</p>	5 minutes	Dr. Godwin A. Olivas		
---	-------------------------	--	-----------	----------------------	--	--

3	Fill up the logbook before leaving the dental clinic	<p>Evaluation and treatment</p> <p>Perform treatment/management</p> <p>Prescribe medicines according to the condition</p> <p>Advise patient on post dental treatment procedure</p> <p>Record final diagnosis and treatment on the patients' individual dental chart</p> <p>Record medicines issued in the logbook</p>	20 minutes	<p>Dr. Godwin A. Olivas</p> <p>Pamela B. Balajadia</p>		
---	--	---	------------	--	--	--

END OF TRANSACTION

STUDENT DEVELOPMENT SERVICES OFFICE

Performance Pledge

We, the staff of the Office of Student Development Services commit ourselves to:

Serve with compliance to service standard to bring about effective results;

Accomplish all the needs of the clients with competence and accuracy.

Feedback and Redress Mechanism

We, at the Office of Student Development Services value the need to serve our clients with dedication and humility from the moment you come for assistance until such time when you have secured the services you need.

If for any reason during the course of securing a particular service you feel that you have not been served as expected, the following actions are encouraged:

- A. Report the inhospitable service and give the particulars of the complaint to the OSDS Director/Head of Unit/Coordinator concerned. The Director/ Head of unit will then call the attention of the concerned employee. You may do this personally/ verbally, through a formal letter, telephone call or through email.

If you choose to write a formal letter of complaint, you may send it to:

THE DIRECTOR

Office of Student Development Services
University of Rizal System
Sumulong Street, Morong, Rizal

If you choose to write a formal letter of complaint through email, you may send it through:

urs_studentservices@yahoo.com

- B. Talk to our officer of the day and fill out the Customer Feedback Form stating some of your comments, suggestions, recommendations, request for assistance, and complaints.



OFFICE OF STUDENT DEVELOPMENT SERVICES

Student Admission: Issuance of College Admission Test Permit

Schedule of Services:

Monday to Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

Student-Applicants

Requirements:

For Freshmen:

Certified True Copy

High School Card (Form 138-xerox copy)

Certificate of Good Moral Character (xerox copy)

Birth Certificate (xerox copy)

2 copies of 1X1 recent ID picture

For Transferees:

Certified True Copy

Transfer Credentials (Honorable Dismissal)

For evaluation purpose: Transcript of Record or Scholastic Record

Certificate of Good Moral Character (Xerox copy)

2 copies of 1X1 recent ID picture

Total Processing Time: 25 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Inquire for student admission requirements	Issue leaflets containing the curricular offerings of the University, schedule of examinations and requirements for application	1 minute	Officer of the day		

2	Present the requirements needed for student admission	Scrutinize the submitted requirements and issue an application form upon payment of P100.00 with a corresponding Official Receipt	2 minutes	Admission Officer	P100.00 Admission Fee	
3	Fill-up the Application Form	Accept application form for admission test	2 minutes	Admission Officer		Application Form

4	File Application Form	Review the filled-up application form and advise the applicant to report to the Dean of the College	3 minutes	Admission Officer/ Clerk	
5	Approach the interviewer	Interview the Student Applicant	17 minutes	Dean of College	
6	Submit Application Form	Issue an examination permit stating the date of examination, time and room assignment to the applicant	2 minutes	Admission Officer/ Clerk	

In-Charge, University Admission	Prof. Ruby S. San Juan
In-Charge, Student Admission	
Angono	Ms. Noemi R. Abarabar
Antipolo	Ms. Rosalyn V. Dela Cruz
Binangonan	Mr. Aldrin B. Boca
Cainta	Ms. Monette A. Pilapil
Cardona	Ms. Juliet Sarah DU. Talanay
Morong	Prof. Ruby S. San Juan
Pililla	Mr. Jerome M. Montealegre
Rodriguez	Mrs. Maricar O. Soberano
Tanay	Dr. Ma. Heidee P. Marquez
Taytay	Mrs. Ma. Teresita F. Cerapion

OFFICE OF STUDENT DEVELOPMENT SERVICES

Student Welfare Assistance: Issuance of Student Welfare Assistance

Schedule of Services:

Monday to Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

Bonafide college students and graduate students who met an accident

Project Limitation:

- a. Only curriculum related incidents are qualified to receive assistance
- b. Student who met accidents resulting to hospitalization will receive a maximum financial assistance amounting to P5,000.00
- c. If the accident happened in industry/ agency where the student is having On –the- Job Training (OJT) or Practicum resulting to loss of life an amount of P20,000 will be given
- d. If the accident happened while on the way to school/ training site or going home from school/ training site resulting to permanent disability, an amount of P10,000 will be given
- e. In case of death of the student which is not school related, an amount of P10,000 will be given to the guardian
- f. If the accident happened while on the way or going home resulting to hospitalization, bills not exceeding to P5,000 will be granted
- g. If the accident happened within the school, the student qualified to receive the assistance amounting to maximum of P5,000

Requirements: *Requirements for Claiming Financial Assistance
(major and minor assistance):*

Accident Report/ Police Report
Medical Certification from the Company/ Municipal Physician
Billing Statement/ Official Receipt
Death Certificate (in case of death)
Assessment Form for Enrolment

Total Processing Time: 45 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Approach the person in-charge of Registration	Assist the client in filing the request slip	1 minute	Officer of the day		Request Slip

2	Present the requirements needed for Student Welfare Assistance claims	Evaluate and assess the documents presented	5 minutes	SWA In-charge		
3		Approve the SWA Claim	1 minute	OSDS Director		
4	Receive the assistance	Release the assistance	2 minutes	SWA In-charge/ Director		

END OF TRANSACTION

OFFICE OF STUDENT DEVELOPMENT SERVICES

Placement: Issuance of Recommendation Letter for Job Application

Schedule of Services:

Monday to Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

College Students and URS Graduate

Requirements:

Transcript of Record (for graduates)

Certification of Grades (for undergrad students)

Total Processing Time: 5 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fill up request slip	Register name on the logbook	30 seconds	Officer of the day		Request Slip
2	Present the requirements	Assess the requirements presented	1 minute	Placement Officer		
3	Undergo Preliminary Interview	Conduct undergo preliminary interview upon presenting the request	2 minutes	Placement Officer		

		Prepare, print and sign the recommendation letter	1 minute	Placement Officer		
4	Receive the recommendation letter and sign the acknowledgement receipt	Release the recommendation letter	30 seconds	Placement Officer		

OFFICE OF STUDENT DEVELOPMENT SERVICES

Testing : Issuance of Pass Slip

Schedule of Services:

Monday to Friday

8:00 a.m. – 5:00 p.m. without noon break

Who May Avail the Services:

Freshmen and Transferee Students

Total Processing Time: 4 ½ minutes

How to Avail of the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Sign opposite his/her name on the master list of passers	<p>Assist in the verification of result</p> <p>Issue a pass slip which will be presented upon enrolment. (for manual enrolment)</p> <p>For computerized enrolment system, the Admission Officer and/ or Testing Officer encode the name of passers in database.</p>	<p>2 minutes</p> <p>30 seconds</p>	<p>Admission Officer/ Testing Officer</p> <p>Admission Officer/ Testing Officer</p>		

OFFICE OF STUDENT DEVELOPMENT SERVICES

Identification Card Production : Issuance of Identification Card

Schedule of Services:

Monday to Friday

8:00 a.m. – 5:00 p.m. without noon break

Who May Avail the Services:

Students

Faculty

Requirements : Official Receipt and Registration Form

Fees: P70.00 – included in the miscellaneous fees

Total Processing Time: 15 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Attend the schedule of picture taking	Issue schedule of picture taking		Juniel L. Trinidad		

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
2	Submit Information Slip	<p>Receive information slip together with the Official Receipt and Registration Form</p> <p>Verify the information slip and requirements</p>	2 minutes	Juniel L. Trinidad		
3	Have his/her picture taken	Take picture for the Identification Card	1 minute			
		<p>Encode the information about the student in identification card</p> <p>Edit the picture</p> <p>Advise the student to claim the Identification Card after 3-5 working days</p>	<p>3 minutes</p> <p>6 minutes</p> <p>30 seconds</p>	Juniel L. Trinidad In-charge ID Production		

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fees	Form
4	Sign the acknowledgement receipt for the identification card	Issue the Identification Card	2 minutes	Juniel L. Trinidad		
END OF TRANSACTION						

- In-charge:**
- Angono - Mr. Paul John San L. Andres
 - Antipolo - Ms. Rosalyn V. Dela Cruz
 - Binangonan - Mr. Aldrin C. Boca
 - Cainta - Ms. Monette A. Pilapil
 - Cardona - Ms. Juliet Sarah DU. Talanay
 - Morong - Mr. Juniel L. Trinidad
 - Pililla - Mr. Jerome M. Montealegre
 - Rodriguez - Mrs. Ma. Riza A. Adolfo
 - Tanay - Mr. Catalino M. Bolla, Jr.
 - Taytay - Mrs. Etheldreda G. Santos

OFFICE OF STUDENT DEVELOPMENT SERVICES

TESTING : ISSUANCE OF CERTIFICATION OF RESULT

Schedule of Services:

Monday to Friday

8:00 a.m. – 5:00 pm without noon break

Who May Avail the Services:

Student who will transfer to other campus, students applying for scholarship

Total Processing Time: 10 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Inform the Officer-of-the-Day regarding the request	Provide a request slip for endorsement to the Testing or Admission Officer	3 minutes	Officer of the day		Request Slip

2	Submit the request slip together with endorsement letter from the admission officer of other campus and/ or letter of sponsorship of scholarship and wait for the request to be evaluated / verified	Verify the Admission test result.	5 minutes	Admission Officer/ Testing Officer		
3	Sign the acknowledgement receipt	Process, print and issue the certificate	2 minutes	Admission Officer/ Testing Officer		
END OF TRANSACTION						



OFFICE OF STUDENT DEVELOPMENT SERVICES

Student Activities : Issuance of Student Activity Form

Schedule of Services:

Monday to Friday

8:00 a.m. – 5:00 p.m. without noon break

Who May Avail the Services:

Student Organizations

Requirement/s : Project Proposal

Total Processing Time: 5 minutes

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Present the proposal signed by the president and adviser of the organization to the Head of Student Activities Section	Scrutinize the proposal Endorse the proposal for presentation to the academic/ administrative meeting	1 minute	Head of Student Activities Section		
2		Evaluate the proposal for presentation to the academic/ administrative meeting.	3 minutes	Director OSDS		

3	<p>Wait for the release of approved proposal</p> <p>Receive the approved proposal</p>	<p>Evaluate and assess the proposal</p> <p>After a thorough deliberation, the body approves the proposal</p> <p>Return to the proponent the approved proposal</p>	<p>1 – 2 weeks</p> <p>1 day</p>	<p>Key Officials</p> <p>Head, Student Activities</p>		
4	<p>Secure an Activity Form from the Head of Student Activities Section</p>	<p>Issue an Activity Form one week before the event and advise to submit the filled up application form</p>	<p>1 minute</p>	<p>Head, Student Activities</p>		
<p>END OF TRANSACTION</p>						



OFFICE OF STUDENT DEVELOPMENT SERVICES

Scholarship : Issuance of Scholarship Endorsement

Schedule of Services:

Enrollment Period

Monday to Friday

8:00 a.m. –5:00 p.m. without noon break

Who May Avail the Services:

College Scholars

Requirements: For New Scholars

Registration Form

Assessment Form

Letter of Endorsement from the Sponsor

For Old Scholars

Assessment Form (in triplicate)

Total Processing Time: 7 minutes

Fees: P 10.00

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In- Charge	Fees	Form
1	Approach the Head of Scholarship for the confirmation of scholarship	Give a confirmation form to be filled up by the scholar	30 seconds	Head, Scholarship		
2	Pay P10.00 for membership for the College Scholars Organization	Issue a scholar's handbook	1 minute	Head, Scholarship/ Officer	P10.00	

3	Submit the filled up Confirmation Form and other requirements	Review the confirmation form and the assessment of fees for signature	2 ½ minutes	Head, Scholarship		
4	Receive the Scholarship endorsement and present to the Cashier	Sign the confirmation, encode the name of the scholar, and present the assessment form to the cashier	3 minutes	Head, Scholarship		

END OF TRANSACTION

In-Charge, University Scholarship	Prof. Debbie G. San Jose
In-Charge, Scholarship	
Angono	Ms. Rosanna P. Geronimo
Antipolo	Ms. Barbara Grace G. Mendez
Binangonan	Mr. Aldrin B. Boca
Cainta	Ms. Monette A. Pilapil
Cardona	Prof. Jonathan R. Peñada
Morong	Prof. Debbie G. San Jose
Pililla	Mrs. Mary Jean M. Paz
Rodriguez	Mrs. Maricar O. Soberano
Tanay	Dr. Ma. Heidee P. Marquez
Taytay	Ms. Carlota C. Estrada



OFFICE OF STUDENT DEVELOPMENT SERVICES

Student Discipline : Issuance of Disciplinary Case Status and Referral

Schedule of Services:

Monday to Friday

8:00 a.m - 5:00 p.m. without noon break

Who May Avail the Services:

Students who are involved in disciplinary matters

Project Limitation:

Sanction will be based on the weight of offenses
(Refer to Student Handbook)

Total Processing Time: 2 hours

How to Avail the Services:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		<p>If a student committed offenses and was witnessed by any faculty or person in authority, the faculty will inform the adviser or Head of Discipline immediately after the incident</p> <p>Register the name on the logbook and give “Malayang Salaysay – Form 1” for both parties</p>	3 minutes	<p>Faculty/ Adviser</p> <p>Head, Discipline</p>		

2		Conduct an interview and assess the veracity of the statement given by the student involved	30 minutes	Head, Discipline		
3		<p>Schedule a case conference with parents and students involved</p> <p>The Head together with the parents and students will discuss the matters/problems and the settlement</p>	<p>2 minutes</p> <p>45 minutes</p>	Head, Discipline		
4		Prepare the report of amicable settlement and/or agreement made by parents and students where signatures will be affixed	5 minutes	Head, Discipline		

5		The signed agreement will be endorsed to the Vice President for Academic Affairs for approval. The Dean of the College will be furnished with the approved agreement	5 minutes	Head, Discipline		
6	Undergo a counseling session after the sanction has been lifted	Provide counseling services to the students who were given sanction/s	30 minutes	Counselor		

END OF TRANSACTION

Director, Student Development Service	
	Dr. Nancy T. Pascual
In- Charge, Counseling/Psychological Testing	
Angono	Ms. Celina B. Cerda
Antipolo	Ms. Helen B. Libao
Binangonan	Ms. Carmina G. Taule
Cainta	Ms. Monette R. Pilapil
Cardona	Prof. Jonathan R. Peñada
Morong	Dr. Nancy T. Pascual
Pililla	Mr. Jerome M. Montealegre
Rodriguez	Ms. Maricar O. Soberano
Tanay	Dr. Ma. Heidee P. Marquez
Taytay	Ms. Etheldreda G. Santos

REGISTRARS OFFICE

Performance Pledge

We, the Registrar's Office staff commit to deliver services to our clients with:

Respect

Efficiency

Good work

Integrity

Sincerity

Trust

Responsibility

Accuracy and

Reliability

Feedback and Redress Mechanism

To give feedback about our services, please do any of the following:

1. Accomplish the Feedback Form available in the Office and give it to the University/ Campus Registrar
2. Talk to the University/ Campus Registrar
3. If you have other concern/s, email it to urs_univregistrar@yahoo.com

Your appropriate action will help us continuously improve our services.



REGISTRAR'S OFFICE

Issuance of Transcript of Records, Scholastic Records

Schedule of Services:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail the Services:

Students, Graduates, Parents, Faculty and Staff and Persons from other Agencies

Requirements:

Identification Cards

Official Receipt from the Cashier

Pictures

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Proceed to the Registrar's Office and secure request slip and clearance	Explain to the student the service and its requirements	2 minutes	Staff, Registrar		
2	Fill up the request slip and pay at the Cashier's Office	Receive the payment for the requested credentials		Cashier		
3	Accomplish the clearance					
4	Submit the accomplished request slip, clearance and receipt at the Registrar's Office	Receive and review the request slip and the student clearance and indicate the due date/time	1 minute	Staff, registrar		

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
5		Review the records of the student relative to the preparation of the following documents: <ul style="list-style-type: none"> ❖ Transfer Credential ❖ Transcript of Records ❖ Certification of Good Moral Character ❖ Certification of Graduation/Candidacy ❖ Certification of Grades/Scholastic Records ❖ Certification of Units Earned/Credit ❖ Certification of Enrolment ❖ Certification, Authentication and Verification (CAV) ❖ Second Copy of Diploma 	1 week 1 week 15 minutes 15 minutes 15 minutes 15 minutes 15 minutes 15 minutes	Registrar	P 20 P 50/page P 20 P 20 P 20/page P 20 P 20 P 20 P 50	

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
6	Proceed to the Registrar's Office to claim the document/s requested	Issue (see schedule of release) the requested document/s and ask the student to sign in the logbook	1 minute	Registrar		

END OF TRANSACTION

SCHEDULE OF RELEASE OF REQUESTED DOCUMENTS

DOCUMENT	DURATION
<ul style="list-style-type: none"> ❖ Transfer Credentials ❖ Transcript of Records 	After two (2) weeks
<ul style="list-style-type: none"> ❖ Certification of Good Moral Character ❖ Certification of Graduation/Candidacy ❖ Certification of Grades/Scholastic Records ❖ Certification of Units Earned/Credit ❖ Certification of Enrolment ❖ Certification, Authentication and Verification (CAV) ❖ Second Copy of Diploma 	After three (3) working days

CAMPUS REGISTRARS		UNIVERSITY REGISTRAR	
Angono	Mrs. Annalyn O. De Dios		Prof. Grenelita DC. Bilbao
Antipolo	Mrs. Shirley L. Regua		
Binangonan	Mrs. Marlene S. Julian		
Cainta	Mrs. Marialina N. Garrovillas		
Cardona	Mrs. Carina B. Pereira		
Morong	Ms. Lorelie S. Gutierrez		
Pililla	Mrs. Leonor A. Bendaña		
Rodriguez	Mrs. Marichelle A. Ramos		
Tanay	Mrs. Nida C. Ingco		
Taytay	Mr. Nathaniel E. Garcia		