UNIVERSITY OF RIZAL SYSTEM

CITIZEN'S CHARTER

2026 1st Edition

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1. Mandate:

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

2. Vision:

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

3. Mission:

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

4. Service Pledge:

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

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

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CASH UNIT

External / Internal Services

CASH UNIT

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, term/semester and the total tuition, miscellaneous and fiduciary fees.

Office or Division:	Campus Cash Unit
Classification:	Simple Transaction
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)	Campus Registrar's Office

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of pre-registration	1.1 Interview the student, check and verify the pre-registration on the student's account.	None	10 minutes	Cashier
2. Wait for the release of the Statement of Account.	2.1 Process the Statement of Account	None	15 minutes	Cashier

2. **Collection of Payment – Issuance of Official Receipt**

   Official Receipt refers to an official document as proof of payment, indicating the date, name of payor, nature, and amount of payment.

Office or Division:	Campus Cash Unit
Classification:	Simple Transaction
Type of Transaction:	G2C – Citizen to Government
Who may avail:	Students, Faculty and Staff Members, Alumni/Other Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip/ Admission or Pre registration Form	Campus Registrar's Office

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the completely filled-out request slip, admission form, or pre-registration form, etc. (if walk-in client). 1.2 Present/Send via email the request slip or other forms from the registrar's office (if requested and paid online, either via Link.Biz Portal or direct deposit)	1.1 Examine request slip, admission form, pre- registration, etc. as to completeness and accuracy. 1.2 Check and verify if the amount paid online tallies with the requested document.	None None	1 minute 1 minute	Cashier Cashier
2. Pay the corresponding amount (if walk-in client).				
Tuition Fee:				

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Regular Students	2.1 Issue Official Receipt	Cash or Installment - 50% or 75% for Tuition Fee, 100% for Miscellaneous and Fiduciary Fees.	2 minutes	Cashier
Other Fees:				
2.2 Admission Fee	2.2 Issue Official Receipt	P50.00 - Laboratory Schools P100 - Senior High School/ College P300 – Master's Degree P500 – Doctorate Degree	1 minute	Cashier
2.3 Graduation Fee	2.3 Issue Official Receipt	P1,000.00	1 minute	Cashier
2.4 Certifications /Certificates *(Good Moral, Graduation/ Candidacy, Grades, Units Earned, Enrollment, Authentication & Verification, GWA, etc.)*	2.4 Issue Official Receipt	P20.00/page – College P100.00/page – Graduate School	1 minute	Cashier

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.5 Transfer Credential/ Honorable Dismissal	2.5 Issue Official Receipt	P20.00 – College P100.00 – Graduate School	1 minute	Cashier
2.6 Completion	2.6 Issue Official Receipt	P50.00/subject	1 minute	Cashier
2.7 Official Transcript of Records	2.7 Issue Official Receipt	P50.00/page – College/ Certificate in Professional Education (CPE) P100.00/page – Graduate School	1 minute	Cashier
2.8 Documentary Stamp	2.8 Issue Official Receipt	P30.00/set of TOR or CAV	1 minute	Cashier
2.9 Reprinting of Certificate of Registration/ Schedule	2.9 Issue Official Receipt	P10.00/ copy	1 minute	Cashier
3.0 Second Copy of Diploma	3.0 Issue Official Receipt	P50.00	1 minute	Cashier
3.1 Report of Rating	3.1 Issue Official Receipt	P10.00	1 minute	Cashier
3.2 Form 137/ SF 10	3.2 Issue Official Receipt	P10.00	1 minute	Cashier
3.3 Form 138/ Card	3.3 Issue Official Receipt	P20.00	1 minute	Cashier

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.4 Certified True Copy	3.4 Issue Official Receipt	P5.00/page	1 minute	Cashier
3.5 Adding/ Changing/ Dropping of subject	3.5 Issue Official Receipt	P10.00/subject	2 minutes	Cashier
3.6 Multiple/ Other Requested Documents	3.6 Issue Official Receipt	*Price varies depending on the requested documents	2 minutes	Cashier
3.7 School ID	3.7 Issue Official Receipt	P70.00 – College/ Undergraduate P100.00 –Graduate School	1 minute	Cashier
Defense Fee:				
3.8 Title Defense	3.8 Issue Official Receipt	P1,000.00	1 minute	Cashier
3.9 Colloquium/ Proposal Defense	3.9 Issue Official Receipt	P4,750.00 – Master's Degree P7,250.00 –Doctorate Degree	1 minute	Cashier

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.0 Final Defense	4.1 Issue Official Receipt	P10,800.00 (inclusive of 20% admin cost) – Master's Degree P15,900.00 (inclusive of 20% admin cost) – Doctorate Degree	1 minute	Cashier
Comprehensive Exam:				
4.1 Master's Degree	4.1 Issue Official Receipt	P2,000.00 (P750.00 if retake)	1 minute	Cashier
4.2 Doctorate Degree	4.2 Issue Official Receipt	P3,000.00 (P1,000.00 if retake)	1 minute	Cashier
Statistics Fee:				
4.3 Graduate School	4.3 Issue Official Receipt	P5,000.00	1 minute	Cashier
4.4 Undergraduate	4.4 Issue Official Receipt	P1,000.00	1 minute	Cashier
4.5 LET Review	4.5 Issue Official Receipt	P4,000.00	1 minute	Cashier
4.6 Refresher Course	4.6 Issue Official Receipt	P1,500.00/ subject	1 minute	Cashier
4.7 Career Service Review Course	4.7 Issue Official Receipt	P2,000.00	1 minute	Cashier

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.8 I.D. Lace	4.8 Issue Official Receipt	P75.00	1 minute	Cashier
4.9 Rent and/or Rent of Equipment and Other Facilities	4.9 Issue Official Receipt	*Price varies based on the existing rate of rents.	1 minute	Cashier
5.0 Printing/ Photocopy/ Other Printing Works	5.0 Issue Official Receipt	*Price varies	1 minute	Cashier
5.1 Thesis Paper	5.1 Issue Official Receipt	*Price varies	1 minute	Cashier
5.2 Books	5.2 Issue Official Receipt	*Price varies	1 minute	Cashier
5.3 Uniforms	5.3 Issue Official Receipt	*Price varies	1 minute	Cashier
5.4 Other Items Available at CBA	5.4 Issue Official Receipt	*Price varies	1 minute	Cashier

3. Cash Disbursement – Payment thru cash

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

Office or Division:	University Cash Unit
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students, Faculty and Staff Members and Other Stakeholders
CHECKLIST OF RE QUIREMENTS	**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	1.1 Give the logbook to the client	None	1 minute	University Cashier/ Disbursing Officer
2. Present Valid ID and/or Authorization Letter	2.1 Examine the valid ID/ Authorization letter	None	1 minute	University Cashier/ Disbursing Officer
3. Sign at the General Payroll	3.1 Verify the signature of the claimant	None	1 minute	University Cashier/ Disbursing Officer
4. Count the cash received	4.1 Provide pay slip, if any	None	2 minutes	University Cashier/ Disbursing Officer

4. Check Disbursement – Releasing of Checks

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

Office or Division:	University Cash Unit
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business G2G - Government to Government
Who may avail:	Students, Faculty and Staff Members, Suppliers, Other Government Entity and Other Stakeholders

CHECKLIST OF RE QUIREMENTS	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	1.1 Examine the valid ID/ authorization letter	None	1 minute	University Cash Unit Staff
2. Fill out the visitor's logbook	2.1 Give the logbook to the client	None	1 minute	University Cash Unit Staff
3. Sign the Warrant Register	3.1 Give the warrant register to the client	None	1 minute	University Cash Unit Staff
4. Sign the Disbursement Voucher	4.1 Give the approved disbursement voucher	None	2 minutes	University Cash Unit Staff
5. Sign the BIR Form 2306 /2307, if any	5.1 Verify the signature of the claimant and date signed	None	2 minutes	University Cash Unit Staff
6. Issue Official Receipt/s and/ or Collection Receipt/s/ or Sales Invoice	6.1 Release the check/s 6.2 Check the official receipt/s and/ or collection receipt/s or sales invoice	None	3 minutes	University Cash Unit Staff

HEALTH SERVICES UNIT

External / Internal Services

HEALTH SERVICES UNIT

External/Internal Services

1. Medical Consultation

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

Office or Division:	Medical Services
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Students, Faculty, Staff and Stakeholders
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Approach the nurse in charge and give some necessary data	1.1 Ask the purpose of consultation 1.2 Look for the medical records. 1.3 Log in	None	3 minutes	Nurse in Charge
2. Waiting for assessment.	2.1 Conduct initial assessment. Identify the patient's case if Emergency or not.	None	5 minutes	Nurse in Charge
	2.2 Nursing management and referral to Physician.	None	5 minutes	Nurse in Charge
	2.3 Physician assessment and conduct Physical Examination	None	10 minutes	Physician on Duty
	2.4 Evaluation and Treatment	None	5 minutes	Physician on Duty

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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. 3.2 Update medical records and medicine consumption log book	None	5 minutes	Nurse in Charge
4. Patient for discharge	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 Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Students, Faculty, Staff and Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Approach the nurse in charge and give some necessary data	1.1. Ask the purpose of consultation 1.2 Look for the medical records. 1.3 Log in	None	3 minutes	Nurse in Charge
2. Waiting for assessment.	2.1 Conduct initial assessment. Identify the patient's case if emergency or not	None	5 minutes	Nurse in Charge
	2.2 Nursing management and referral to Physician.	None	5 minutes	Nurse in Charge
	2.3 Physician assessment and conduct Physical Examination	None	10 minutes	Physician on Duty
	2.4 Evaluation and Treatment 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 condition and follow up consultation 2.5.2 Coordinates with relatives and	None	5 minutes	Physician on duty

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 discharge	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 Unit
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Students, Teachers, Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration 1.1 Approach the Dental Personnel	1.1 Retrieve Individual Dental Health Record Chart (if old) 1.2 If new, create new	none	3 minutes	Dentist/Health Personnel

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 State the nature of dental complain	chart			
2. Wait at the receiving area to be called by the dental aide	2.1 Prepare diagnostic tools	none	3 minutes	Dentist/Health Personnel
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	Dentist
***Tooth Extraction**	3.6 Patient evaluation, & assessment 3.7 (Tooth Extraction) primary teeth 3.8 Prescription of medication	None	15 minutes	Dentist
***Tooth Extraction**	3.9 Patient evaluation, & assessment 3.10 (Tooth Extraction) permanent teeth 3.11 Prescription of medication	PhP 50.00	20 minutes	Dental Health Services / Cashier

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
***Tooth Restoration**	3.12 Patient evaluation & assessment 3.13 Long term Tooth Restoration (Permanent teeth only)	PhP 150.00	15 minutes	Dental Health Services / Cashier
***Tooth Restoration**	3.14 Patient evaluation & assessment 3.15 Short term Tooth Restoration (Primary & Permanent teeth)	None	10 minutes	Dentist/Health Personnel
***Treatment Procedures**	3.16 Periodontal treatment, oral prophylaxis, etc.)	PhP 150.00	20 minutes	Dental health services / Cashier
4. Post treatment 4.1 Fill up the logbook before leaving the dental clinic	4.1 Chairside instructions on post treatment procedures 4.2 Prescribe medicines according to condition 4.3 Record final diagnosis and treatment done 4.4 Record medicines issued in the logbook	none	3 minutes	Dentist/Health Personnel
5. Enrolment procedures 5.1 Fill up to IDHR & Clearance slip	5.1 Checkup assessment of incoming freshmen	None	2 minutes	Dentist/Health Personnel

HUMAN RESOURCE MANAGEMENT UNIT

External / Internal Services

HUMAN RESOURCE MANAGEMENT UNIT

External/Internal Services

1. Submission of Job Application

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

Office or Division:	Human Resource Management Unit
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Those who are willing to be included in the pool of applicants.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Transcript of Records (TOR)	Applicant
2. Photocopy of Civil Service Eligibility / Professional Regulation Commission License	
3. Computation of Scholastic Rating / QPA	
4. 2x2 I.D. Picture	
5. Updated Resume	

CLIENTS 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

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. 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	10 minutes	Human Resource Personnel
3. Receive an acknowledgement receipt	3.1 Issue notice of acceptance of the documents received	none	5 minutes	Human Resource Personnel
Online:				
1. Send application through careers@urs.edu.ph	1.1 Validate the documents submitted and provide e-copy of application form together with the acknowledgement of application	None	Within the day	Human Resource Personnel

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive e-copy of application form and acknowledgement through email	2.1 Schedule the applicant for Initial Interview	None	Within the day	Human Resource Personnel
3. Accomplish the Application Form (HRMO Form No. 1) and submit it as reply to the previous messages at careers@urs.edu.ph	3.1 Validate the information and document/s submitted	None	10 minutes	Human Resource Personnel
4. Receive an invitation for initial Interview	4.1 Verify the confirmation of the applicant with the given schedule	None	10 minutes	Human Resource Personnel
5. Attend the initial interview through online platform	5.1 Assess the qualifications of the applicant towards the position he/she is applying for. 5.2 Orient the applicant about the procedures of the University on the Recruitment and Selection process	None	5 minutes	Human Resource Personnel

LIBRARY SERVICES UNIT

External/Internal Services

LIBRARY SERVICES UNIT

External/Internal Services

1. Loaning Out of Library Materials

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library Card Certificate of Registration	Campus Libraries Campus Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR STUDENTS FACULTY AND STAFF				
1. Log in/Register at the log-in database/ logbook for record purposes	1.1 Check the library card and verify if bonafide student/ employee	None	15 seconds	Campus Library Personnel
	1.2 Determine if the customer has a record in Koha. If not, register client in Koha	None	1 minute	Campus Library Personnel
2. Consult the OPAC	2.1 Assist the client	None	2-4 minutes	Campus Library Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Check the availability, if not advise/ recommend to the client other related resources	None	30 seconds	Campus Library Personnel
3. Retrieve from shelves	3.1 Assist the client in locating the materials	None	1-4 minutes	Campus Library Personnel
4. Present the materials to loan at the circulation counter	4.1 Check the physical condition of the book	None	30 seconds	Campus Library Personnel
5. Sign the book card and surrender library card	5.1 Verify the circulation details	None	1 minute	Campus Library Personnel
	5.2 File the book card along with the library card for circulation record	None	30 seconds	Campus Library Personnel
	5.3 Apply automated circulation transactions	None	1 minute	Campus Library Personnel

2. RECEIVING OF LOANED-OUT BOOKS WITH OVERDUE FINES

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

Office or Division:	Library Services Unit
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Bonafide Students, URS Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Loaned materials	
Official receipt	Campus cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at the circulation counter	1.1 Verify if the loaned material is returned on time and in good condition	None	45 seconds	Campus Library Personnel
2. Return the loaned material	2.1 If damaged, impose policy for return of damaged resources	None	1 minute	Campus Library Personnel
	2.2 If overdue, impose policy for late return	Students P1.00/hour P8.00/day URS Employees P20.00/day	1 minute	Campus Library Personnel
	2.3 If returned on time, release the library card	None	15 seconds	Campus Library Personnel
3. Pay the fine at Cashier's Office	3.1 Issue library fine slip to be presented at the cashier	Students P1.00/hour P8.00/day URS Employees P20.00/day	1 minutes	Campus Library Personnel Campus Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the Official Receipt for payment of the overdue fine	4.1 Validate and record the information on the issued receipt	None	30 seconds	Campus Library Personnel
5. Sign at the overdue / penalty logbook	5.1 Release the Library Card	None	1 minute	Campus Library Personnel

3. Requesting Library Resources Online

Provides reference/research opportunities to bonafide students, faculty, and staff of the University during hours of the library operation. URS constituents can request materials from any of the campus libraries in 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:	Campus Library Services Unit
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Bonafide Students, URS Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Official List of enrolled students Official List of URS Employees	Campus Registrar Campus HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR STUDENTS FACULTY AND STAFF				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Online Library Services Form	1.2 Check the Koha Database	None	2 minutes	Campus Library Personnel
	1.2 Verify if bonafide student/ employee	None	45 seconds	Campus Library Personnel
	1.3 If not yet registered in the Koha Database, encode personal information in the Koha Database	None	1 minute	Campus Library Personnel
2. Consult the OPAC	2.1 Check the availability in the printed and/or in the digital collection	None	30 seconds	Campus Library Personnel
	2.2 Check the availability of the library resources, if none, advise/recommend to the client other related resources	None	30 seconds	Campus Library Personnel
	2.3 Retrieve the material from the collection	None	1-5 minutes	Campus Library Personnel
	2.4 Send the requested resources via Document Delivery Services through email	None	1-3 minute	Campus Library Personnel
3. Receive the library resource	3.1 Mark the status of service response	None	30 seconds	Campus Library Personnel

RECORDS UNIT

External / Internal Services

RECORDS UNIT

External/Internal Services

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

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

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

Office or Division:	Record's Unit
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
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 President to their request/	1.1 Release information/ request/ communication forwarded to the Office to people concerned thru email, messenger, or hand over	None	5 to 10 mins	Records Officer and Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
communication.				
2. Issuances (office Memorandum / Office Order/ Office Advisory/ Office Circular 2.1 Secure copies of the issuances	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.	None	1 to 3 days depending on the availability of the recipient	Records Officer and Staff
3. Archival 3.1 Transfer old records and documents to the Records Office for safekeeping	3.1 Make an inventory of old records and determine its retention period. If the document has outlived its retention period, it is subject to disposal.	None	Varies depending on the performance of the people	Records Officer and Staff, Records Analyst from NAP

REGISTRAR UNIT

External / Internal Services

REGISTRAR UNIT

External/Internal Services

1. Issuance of Transcript of Records (TOR)

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

Online inquiries are encouraged to ensure convenience and faster processing. Clients may inquire through the official registrar's e-mail / Facebook page.

Office or Division:	Registrar's Office
Classification:	Complex Transaction – 7 days Highly Technical Transaction – 20 days-new
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)	Registrar's Office
Official Receipt of Payment	Cashier's Office
Accomplished clearance (1 copy)	Requesting Party
2" x 2" – sized ID picture with white background for board examination purpose (1 piece)	Requesting party
Authorization Letter with 3 specimen signatures if a representative will be the one to transact (1 copy)	Requesting Party
ID card of the representative (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	1.1 Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Registrar's Office
2. Fill-out the request slip before proceeding	2.1 None	None	2 minutes	
3. Pay to the Cashier	3.1 Process payment and issue official receipt	(TORFee) – PHP 50.00 per page (undergraduate)/PH P 100 per page (graduate students)	5 minutes	Cashier Cashier's Office
4. Accomplish the clearance	4.1 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. Checking, and preparing 5.3. Schedule the release of TOR and issue the claim slip 5.4 Preparing, encoding and documentary stamping	None	5 minutes 2 hours processing time (for old students)-new 7 working days for regular students (2018 to present)- 20 working days for irregular and old students (2017-below)	Frontline Personnel Registrar's Office Frontline Personnel Registrar's Office Frontline Personnel, Staff, College Registrar, Campus Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Registrar's Office
6. Present claim slip and authorization letter (if applicable)	6.1 Release the TOR	None	2 minutes	Frontline Personnel Registrar's Office

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.

Online inquiries are encouraged to ensure convenience and faster processing. Clients may inquire through the official registrar's e-mail / Facebook page.

Office or Division:	Registrar's Office
Classification:	Complex Transaction – 7 days
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)	Registrar's Office
Official Receipt of Payment	Cashier's Office
Accomplished clearance (1 copy)	Requesting Party
Original Form 137	Requesting Party
Original TOR for transferees	Requesting Party
Authorization Letter with 3 specimen signatures if a representative will be the one to transact (1 copy)	Requesting Party
ID card of the representative (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	1.1 Explain to the client the service and it's requirements	None	5 minutes	Frontline Personnel Registrar's Office
2. Fill-out the request slip before proceeding	2.1 None	None	2 minutes	Cashier Cashier's Office
3. Pay to the cashier	3.1 Process payment and issue official receipt	(Transfer Credential Fee) - Php. 20.00 (undergraduate)/Php. 100.00 (graduate students)	5 minutes	
4. Accomplish the clearance	4.1 None	None	15 minutes	
5. Submit the accomplished request slip and the other requirements	5.1 Review the request slip and other requirements 5.2 Schedule the release of Transfer Credential and issue the claim slip 5.3 Checking, preparing and encoding the Transfer Credential	None	5 minutes 3-5 days upon request	Frontline Personnel Registrar's Office Frontline Personnel Registrar's Office Frontline Personnel, Staff, College Registrar, Campus Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Registrar's Office
6. Present Claim Slip and authorization letter (if applicable)	6.1 Release the Transfer Credential	None	2 minutes	Frontline Personnel 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.

Online inquiries are encouraged to ensure convenience and faster processing. Clients may inquire through the official registrar's e-mail / Facebook page.

Office or Division:	Registrar's Office
Classification:	Complex Transaction - 7 days
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished request slip (1 copy)	Registrar's Office
Official Receipt of Payment	Cashier's Office
Affidavit of Loss (1 copy)/Damaged Diploma	Requesting Party
Authorization Letter with 3 specimen signature if a representative will be the one to transact (1 copy)	Requesting Party
ID card of the representative (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	1.1 Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Registrar's Office
2. Fill-up the request slip	2.1 None	None	2 minutes	
3. Pay to the Cashier	3.1 Process payment and issue official receipt	(Second Copy of Diploma Fee) – PHP 50.00	5 minutes	Cashier Cahier's Office
4. Submit the accomplished request slip and other requirements	4.1. Review the request slip and other requirements 4.2. Schedule the release of Second Copy of Diploma and issue the claim slip 4.3. Checking, preparing and encoding the Second Copy of Diploma	None	2 minutes 3-5 working days upon request	Frontline Personnel Registrar's Office Frontline Personnel Registrar's Office Frontline Personnel, Staff, College Registrar, Campus Registrar Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5.1 Release the Second Copy of Diploma	None	2 minutes	Frontline Personnel 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) or expanded career progression.

Online inquiries are encouraged to ensure convenience and faster processing. Clients may inquire through the official registrar's e-mail / Facebook page.

Office or Division:	Registrar's Office
Classification:	Simple Transaction - 3 days
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Graduates/Active and Inactive Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished request slip (1 copy)	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 3 specimen signature if a representative will be the one to transact (1 copy)	Requesting Party
ID card of the representative (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	1.1 Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Registrar's Office
2. Fill-up the request slip before proceeding	2.1 None	None	2 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay to the Cashier	3.1 Process payment and issue official receipt	(CAV Fee) – PHP 20.00 (undergraduate)/PHP 100 (graduate students)	5 minutes	Cashier Cashier's Office
4. Submit the accomplished request slip and other requirements	4.1. Review the request slip and other requirements 4.2. Schedule the release of CAV and issue the claim slip 4.3. Checking, preparing, encoding and documentary stamping	None	2 minutes 3 working days upon request	Frontline Personnel Registrar's Office Frontline Personnel Registrar's Office Frontline Personnel, Staff, College Registrar, Campus Registrar Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5.1 Release the CAV	None	2 minutes	Frontline Personnel Registrar's Office

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.

Online inquiries are encouraged to ensure convenience and faster processing. Clients may inquire through the official registrar's e-mail / Facebook page.

Office or Division:	Campus Registrar Unit
Classification:	Simple transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Graduates/Active and Inactive Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished request slip (1 copy)	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 3 specimen signature if a representative will be the one to transact (1 copy)	Requesting Party
ID card of the representative (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	1.1 Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Registrar's Office
2. Fill-up the request slip before proceeding	2.1 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	4.1 Review the request slip and	None	2 minutes	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and the other requirements	the other requirements 4.2. Schedule the release of CTC and issue the claim slip 4.3. Prepare, check and sign the CTC		3 days upon request 10 minutes	Registrar's Office Frontline Personnel Registrar's Office Frontline Personnel, Staff, College Registrar, Campus Registrar Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5.1 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.

Online inquiries are encouraged to ensure convenience and faster processing. Clients may inquire through the official registrar's e-mail / Facebook page.

Office or Division:	Registrar's Office
Classification:	Simple transaction - 3 days
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Active and Inactive Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished request slip (1 copy)	Registrar's Office
Official Receipt of Payment	Cashier's Office

Authorization Letter with 3 specimen signature if a representative will be the one to transact (1 copy)	Requesting Party
ID card of the representative (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	1.1 Explain to the client the service and its requirements	None	5 minutes	Frontline Personnel Registrar's Office
2. Fill-up the request slip before proceeding	2.1 None	None	2 minutes	
3. Pay to the Cashier	3.1 Process payment and issue official receipt	(Certification 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 4.2. Schedule the release of Certification and issue the claim slip 4.3. Prepare, check and sign the Certification	None	2 minutes 3 working days upon request	Frontline Personnel Registrar's Office Frontline Personnel Registrar's Office Frontline Personnel, Staff, College Registrar, Campus Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Registrar's Office
5. Present claim slip and authorization letter (if applicable)	5.1 Release the Certification	None	2 minutes	Frontline Personnel Registrar's Office

Student Development Services

External / Internal Services

Student Development Services

External/Internal Services

1. Issuance of College Admission Test Permit

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

Office or Division:	Student Admission Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who my avail:	Student applicants (First Year and Transferees)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FIRST-YEAR STUDENTS (NEW) :	
Document 1 – Certified True Copy of Form 138 - G11 (1 photocopy)	Last School Attended
Document 2 – Certificate of Good Moral Character (1 photocopy)	Last School Attended
Document 3 – Certificate of Enrolment (Grade 12)	School Presently Enrolled
Document 4 – PSA Birth Certificate (1 photocopy) Document 5 – 2 copies of 2X2 recent ID picture	Philippine Statistic Authority
TRANSFEREES:	
Document 1 – Certified True Copy of Transcript of Record with computed Weighted Average (1 photocopy)	Last School Attended
Document 2 – Certificate of Good Moral Character (1 photocopy)	Last School Attended
Document 3 – Transfer Credentials (Honorable Dismissal) and/or Certificate of Enrolment (if currently enrolled) (1 photocopy)	Last School Attended/School Presently Enrolled
Document 4 – PSA Birth Certificate (1 photocopy) Document 5 – 2 copies of 2X2 recent ID picture	Philippine Statistic Authority

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and complete the online application for admission and print the application form.	1.1 Advised to complete the step-by-step process and download the application form from the URS-OLAD	None	10 minutes	Student applicants
2. Submit all the hard copies (application form and all the requirements) directly to the OSAS-Student Admission Office.	2.1 Receive and scrutinize the submitted requirements and application form and the admission officer will issue a Test Permit stating the time, date of examination, and room to the applicant 2.2 Advise the student-applicant to proceed to the College Dean (for interview) for programs that require an interview.	None	3 minutes	Admission Officer

2. Issuance of College Admission Test Result

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

Office or Division:	Student Admission Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who my avail:	First Year and Transfer Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Document 1 – Photocopy of Test Permit and/or acknowledgement receipt of application	OSDS – Student Admission Office

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Admission Office and register on the logbook	1.1 The Admission Officer issues request slip and the applicant fills out the slip	None	2 minutes	Officer of the day
2. Submit the request slip and/ or letter of sponsorship of scholarship (if any) and wait for the request to be evaluated/ verified.	2.1 The Admission Officer verifies the Admission Test Result 2.2 Certificate of Admission Result will be processed	None	5 minutes	Admission Officer
3. Student applicant will sign in the logbook as an acknowledge ment receipt	3.1 Certificate of admission result will be released	None	1 minute	Admission Officer

3. Issuance of Student Welfare Assistance (SWA)

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

Office or Division:	Office of Student Development Services (Campus OSDS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens

	G2B – Government to Business
Who my avail:	Bonafide college and graduate school students who met an accident

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Document 1 – Accident Report/ Police Report (1 original, 1 photocopy)	Company (OJT venue) where Student met an accident/ Police Station if Accident happened outside the company/ school
Document 2 – Medical Certificate from the Company/ Municipal Physician (1 original, 1 photocopy)	Company Physician/ Municipal Physician/ School Physician
Document 3 – Billing Statement/ Official Receipt (1 original, 1 photocopy)	Hospital where student was confined and/or checked-up/ Drug stores
Document 4 – Death Certificate (in case of death- 1 copy)	Municipal Registrar
Document 5 – Certification of Enrolment (1 photocopy)	Registrar's Office

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register your name on the logbook and fill up SWA application (Campus OSDS)	1.1 Assist the client in filling-up the application form	None	2 minutes	SWA In-charge
2. Present the requirements/ documents needed for Student Welfare Assistance claims	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	3.1 Conduct an interview to assess the veracity of the incident/ accident 3.2 Facilitate the processing of SWA claim	None	30 minutes	SWA In-charge/ University Physician

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
University Physician				
4. Proceed to the Dean and Campus Director for endorsement	4.1 Assessment of Documents 4.2 Endorsement of Documents 4.3 Recommending for Approval 4.4 Approval	None	3-4 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 message	None	1 week	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.	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 transaction
Type of Transaction:	G2C – Government to Citizens
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 up 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 and Activity Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
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 Review and scrutinize the proposal. 1.2 Assess and endorse the proposal	None None	5 minuteS 5 minutes	Head of Student Organization OSAS Director
2. Wait for the release of approved proposal	2.1 Evaluate and approved the proposal	None	1 week	PVPAA, Office of the President
3. Receive the approved proposal through email.	3.1 Return to the approved proposal via email.	None	1 minute	Unit Head
4. Secure an Activity Form from the Head of Student Organization	4.1 Issue the Activity Form one week before the event and require submission via email with complete attachments.	None	1 minute	Unit Head

6. Issuance of Financial Assistance Claim Slip

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

Office or Division:	Scholarship & Financial Assistance Unit
Classification:	Simple transaction
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who my avail:	Scholars

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Document 1 – Certificate of Registration (1 photocopy)	Registrar's Office
Document 2 – Photocopy of School ID (1 copy) with 3 specimen signatures	Enrolled Student/ OSDS ID Production Office
Document 3 - Report of Rating on the previous semester	Registrar's Office

CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the visitor's logbook	1.1 Provide the visitor's logbook	None	1 minute	Head of Scholarship & Financial Assistance
2. Approach the Scholarship Coordinator to check if he/she is included in the master list of grantees	2.1 Checked the students name in the master' list of claimant	None	1 minute	Head of Scholarship & Financial Assistance
3. Submit the necessary requirements	3.1 Receive/review and check the validity of the requirements	None	1 minute	Head of Scholarship & Financial Assistance
4.4 Receive the Scholarship endorsement and present to the Cashier	4.1 Issue a claim slip to be presented to the Cashier's Office	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 Citizens 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	1 minute	In-charge, ID Production
1. Submit the information slip together with the requirements	1.1 The In-charge verifies the information slip and requirements	None	2 minutes	In-charge, ID Production
2. Process the identification card Formerly the client poses for the picture taking	2.1 The In-charge takes picture for the Identification Card 2.2 The In-charge process ID 2.3 The clientele is advised to claim the Identification Card after 1-3 working days	None	3 days	In-charge, ID Production

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The clientele will wait for the scheduled claim	4. The In-charge issues the Identification Card and an acknowledgement receipt will be signed by the client	None	1 minute	In-charge, ID Production

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients may send their feedback by accomplishing a Customer Satisfaction Survey (CSS) form (Form No. URS-OP-IS-ISC-F-2017-03 Revision 04) available at the respective offices and may drop the form in the appropriate boxes placed within the concerned office.
How feedbacks are processed	The Customer Satisfaction Survey (CSS) Committee opens the CSS box monthly and prepares a report for submission of the same to the Document Control Center (DCC) for consolidation. The DCC distributes the results to Campus Directors/Head of Offices for information and immediate/appropriate action.
How to file a complaint	Fill-out Customer Satisfaction Survey (CSS) form and drop the filled-out form in the CSS box.
How complaints are processed	The Customer Satisfaction Survey (CSS) Committee opens the CSS box monthly and prepares a report for submission of the same to the Document Control Center (DCC) for consolidation. The DCC distributes the results to Campus Directors/Head of Offices for information and immediate/appropriate action.
Contact Information of PCC, CCB, and ARTA	• 8888 - Citizens Complaint Center / Presidential Complaint Center (PCC) • 0908-8816565 -Civil Service Commission (CSC) - Contact Center ng Bayan (CCB) • (02) 8478-5093 - Anti-Red Tape Authority (ARTA) • 1-ARTA 2782) - ARTA hotline

UNIVERSITY OF RIZAL SYSTEM Email Address: ursmain@urs.edu.ph or urs.opmorong@gmail.com		
Office	**Address**	**Contact Information**
University Offices		
Office of the President	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980 J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Tanay Campus (02) 8539 9957 to 59 Loc 210 Morong Campus (02) 8539 9950 to 56 Loc 108
Vice President for Administration and Finance	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 109
Vice President for Academic Affairs	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 110
Vice President for Research Development, Extension and Production	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 111
Office of the Director of Administrative Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 112
Office of the Director of Finance Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 113
University General Services Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 114
Office of the Director of Student Development Services	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 115
Office of the Director for Extension	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 116
Office of the Director for Research	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 117
RDEP Training Center	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8539-9957 to 59 Loc 208

UNIVERSITY OF RIZAL SYSTEM Email Address: ursmain@urs.edu.ph or urs.opmorong@gmail.com		
Office	**Address**	**Contact Information**
Sustainable Agriculture and Natural Resources Institute (SANRI)	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8539-9957 to 59 Loc 209
Office of the Director for Curriculum and Instruction (DIRCI)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 118
University Accounting Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 119
University Budget Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 120
University Cash Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 102
University Records Unit / Document Control Center	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 121
University Quality Assurance Unit / ISO Command Center	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 122
University Project Management Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 123
University Human Resource Management Office (UHRMO)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 124
Office of the BAC Secretariat / University Procurement Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 125
Corporate Business Affairs Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 126
Office of the Director for International Development and Special Programs (IDSP)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 127
University Supply and Property Management Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 128

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Office	**Address**	**Contact Information**
Admission and Scholarship and Financial Assistance Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 129
University Information Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 130
University Health Services Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 131
Center for Lifelong Learning (CLL)	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 132
University Information and Technology Communication Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	(02) 8539 9950 to 56 Loc 888
University Planning Unit	J. Sumulong St. Brgy. San Juan, Morong, Rizal 1960	planning@urs.edu.ph
Angono Campus (02) 8539 9930 to 31		
Office of the Campus Director - Angono	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 250
Campus Registrar's Office	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 251
Campus Cash Unit	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 252
Campus Human Resource Management Unit	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 253
Office of the Dean, College of Education	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 254
Office of the Dean, College of Arts and Letters		
Faculty Room, COE and CAL	Ibañez St. Brgy. San Isidro, Angono, Rizal	Loc 255

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Office	**Address**	**Contact Information**
Campus Admission Office	Ibañez St. Brgy. San Isidro, Angono, Rizal	studentadmission.angono @urs.edu.ph
Antipolo Campus (02) 8539 9933 to 34		
Office of the Campus Director - Antipolo	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 270
Campus Registrar Unit	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 271
Campus Cash Unit	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 272
Campus Human Resource Management Unit	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 273
Office of the Dean, College of Education	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 274
Office of the Dean, College of Hospitality Industry	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 275
Office of the Dean, College of Engineering	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	Loc 276
Campus Admission Office	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	studentadmission.antipolo @urs.edu.ph
Management Information System Office	Marigman St. Barangay, San Roque Antipolo City Rizal, 1870	mis.antipolo@urs.edu.ph
Binangonan Campus (02) 8539 9935 to 37		
Office of the Campus Director - Binangonan	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 300
Campus Registrar Unit	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 301

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Office	**Address**	**Contact Information**
Campus Cash Unit	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 302
Campus Human Resource Management Unit	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 303
Office of the Dean, College of Accountancy	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 304
Office of the Dean, College of Computer Science	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 305
Office of the Dean, College of Business	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	Loc 306
Campus Admission Office	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	studentadmission.binangonan@urs.edu.ph
Office of Student Development Services	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	osds.binangonan@urs.edu.ph
Dean's Office, Graduate School	Manila E Rd,Brgy Calumpang, Binangonan Rizal, 1940	bin.graduateschool@urs.edu.ph
Cainta Campus (02) 8539 9938 to 39		
Office of the Campus Director - Cainta	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 330
Campus Registrar Unit	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 331
Campus Cash Unit	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 332
Campus Human Resource Management Unit	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 333

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Office	**Address**	**Contact Information**
Office of the Dean, College of Education	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 334
Office of the Dean, College of Industrial Technology	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	Loc 335
Campus Admission Office	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	studentadmission.cainta@urs.edu.ph
Management Information System	Gate 1 Karangalan Drive Karangalan Village Brgy San Isidro Cainta, Rizal	(02) 8359-87-76
Cardona Campus (02) 8539 9940 to 41		
Office of the Campus Director - Cardona	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 350
Campus Registrar Unit	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 351
Campus Cash Unit	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 351
Campus Human Resource Management Unit	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 352
Office of the Dean, College of Fisheries	Sitio Kuhala Brgy. Dalig Cardona, Rizal	Loc 353
Campus Admission Office	Sitio Kuhala Brgy. Dalig Cardona, Rizal	studentadmission.cardona@urs.edu.ph
Campus Management Information System	Sitio Kuhala Brgy. Dalig Cardona, Rizal	(02) 8712-29-02
Morong Campus (02) 8539 9950 to 56		

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Office	**Address**	**Contact Information**
Office of the Campus Director - Morong	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 100
Campus Registrar Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 101
Campus Cash Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 102
Campus Human Resource Management Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 103
Office of the Dean, College of Education	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 104
Office of the Dean, College of Industrial Technology	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 105
Office of the Dean, College of Engineering	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 106
Office of the Dean, College of Science	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 107
Office of the Dean, Graduate School	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	deangradm@urs.edu.ph
Admission Office	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 129
Campus Health Services Unit	J Sumulong St. Brgy San Juan, Morong, Rizal 1960	Loc 131
Pililla Campus (02) 8539 9942 to 44		
Office of the Campus Director - Pililla	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 160
Campus Registrar Unit	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 161

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Office	**Address**	**Contact Information**
Campus Cash Unit	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 162
Campus Human Resource Management Unit	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 163
Office of the Dean, College of Education	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 164
Office of the Dean, College of Social Science	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 165
Office of the Dean, College of Business	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	Loc 166
Campus Admission Office	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	studentadmission.pililla@urs.edu.ph
Campus Management Information System Office	Dampol St., Mla. East Road, Bagumbayan, Pililla, Rizal.	mispililla@urs.edu.ph
Rodriguez Campus (02) 8539-9945 to 47		
Office of the Campus Director - Rodriguez	Amity Ville, San Jose, Rodriguez, Rizal	(02) 8552-13-02
Office of the Dean, College of Education	Amity Ville, San Jose, Rodriguez, Rizal	Loc 180
Campus Registrar Unit	Amity Ville, San Jose, Rodriguez, Rizal	Loc 181
Campus Cash Unit	Amity Ville, San Jose, Rodriguez, Rizal	Loc 181
Campus Human Resource Management Unit	Amity Ville, San Jose, Rodriguez, Rizal	Loc 183
Office of the Dean, College of Agriculture	Amity Ville, San Jose, Rodriguez, Rizal	Loc 184

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Office	**Address**	**Contact Information**
Office of the Dean, College of Social Work and Community Development	Amity Ville, San Jose, Rodriguez, Rizal	Loc 185
Office of the Dean, College of Business	Amity Ville, San Jose, Rodriguez, Rizal	Loc 186
Admission Office	Amity Ville, San Jose, Rodriguez, Rizal	studentadmission.rodriguez@urs.edu.ph
Tanay Campus (02) 8539 9957 to 59		
Office of the Campus Director - Tanay	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8283-7978
Campus Registrar Unit	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 201
Campus Cash Unit	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 202
Campus Human Resource Management Unit	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 203
Office of the Dean, College of Agriculture	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 204
Office of the Dean, College of Science and Education	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 205
Office of the Dean, College of Agribusiness Management	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 206
Principal's Office, Laboratory School	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 207
Sustainable Agriculture and Natural Resources Institute	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 209
Clinic	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	Loc 200

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Office	**Address**	**Contact Information**
Library	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	(02) 8282-5956
Campus Admission Office	Jose P Rizal St. Brgy. Sampaloc, Tanay, Rizal, Zip Code 1980	studentadmission.tanay@urs.edu.ph
Taytay Campus (02) 8539 9948 to 49		
Office of the Campus Director - Taytay	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 230
Campus Registrar Unit	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 231
Campus Cash Unit	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 232
Campus Human Resource Management Unit	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 233
Office of the Dean, College of Nursing	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 234
Office of the Dean, College of Education	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	Loc 235
Campus Admission Office	A. Luna St. Highway 2000 Brgy San Juan Taytay Rizal	studentadmission.taytay@urs.edu.ph